Towards a Citizens' Manifesto for Streets in ABB, Pune

Aundh Deliberation in October 2017

Contents

Photos at https://drive.google.com/drive/folders/0B7HRrk5o4Tb8dlUyR21fSGZiYkU?usp=sharing

March 2018

Abstract

A public deliberation was organized in October 2017 on mobility and street design in Aundh by Centre for Environment Education (CEE). This event was planned as one of a series in the Aundh, Baner, Balewadi (ABB) area. This document describes the context and the motivations to conduct the event, the proceedings, and the outputs and outcomes of the event.

Introduction

Traffic and transportation are a key civic concern in Pune. The Pune Municipal Corporation (PMC) has taken steps for improving transportation systems. The Comprehensive Mobility Plan (CMP), approved by the PMC General Body in 2012, envisions "Moving people safely and economically by emphasizing public transport and non-motorized transport". The CMP outlines various measures including improvement of footpaths, investment in public transport, regulation of parking, public education on transportation issues and improved enforcement of traffic regulations. Infrastructure projects taken up over the last few years include a bus rapid transit system and street improvement. Local policies and plans include a pedestrian policy, policy for on-street parking, and a Comprehensive Bicycle Plan. The city has also seen the advent of bicycle share systems in recent months. These are substantial achievements.

In 2015, PMC won the Smart City challenge and designated Aundh, Baner, Balewadi (ABB) as the region for the area-based development component of the Pune Smart City proposal. Of the over 50 projects expected to be taken up in ABB, at least 13 are related to streets, mobility and traffic management. The Smart City plans and projects may considerably change the neighbourhoods in the next few years.

Traffic Movement and Street Usage in ABB

The ABB area has the old settlements of Aundhgaon, Banergaon and Balewadigaon, which are now surrounded by modern residential and commercial buildings. The area is bounded by two arterial roads, a highway and the Mula River. Segments of the arterial roads and the streets within the area have multiple types of uses and users, apart from mobility. These include cultural artefacts, temples, statues, amenities like public toilets, utility lines, and on-street parking. Street vending and waste sorting are two significant informal economic activities.

The street re-design work on DP Road in Aundh has generated considerable interest, and positive and negative comment from various local stakeholders. Increased pedestrian space has been welcomed but it has also been perceived as a reason for reduction of space for motor vehicle movements, and restriction on parking space which has been met with a lot of opposition.

Public Governance and Citizens' Participation

Pune has an active citizenry, with a number of residents' associations, occupational groups and social media groups around emergent concerns like road safety, ground water, protection of trees, sustainability, etc. These groups use traditional advocacy methods to have their say, and to try to influence public decision-making. Decision-making power is vested with the elected representatives for planning and budgeting for several municipal functions. Citizens are free to associate and express themselves.

However, marginalized individuals and groups, especially in the informal sector, may not be able to voice their views or be heard. Even if they have collectives or unions, the statements made by union leaders or community leaders may be at variance with the actual needs and aspirations of those they say they represent.

There are significant challenges with respect to translating policies into on-ground projects. Public information about transportation policies, plans and projects is very limited. Measures such as controls over private motor vehicle numbers on-road, reduction in parking availability, and slowing

down motor vehicles meet with protests. These changes run counter to citizens' expectations of what improvement looks like.

There are multiple views and contestations about street space use, especially when there are space constraints and intensive activity. Who wins and who loses these may or may not get amicably resolved. A range of views exist on different elements of mobility as presented in Box 1.

Transportation planners and municipal officials are not planning the transition and change with the public. This leads to confusion and conflict as citizens do not have much opportunity to comprehensively understand the projects, changes planned, and see how these relate to resolution of the mobility issues they face.

- *Not much information is available to the public about the nature of mobility projects, how they are expected to synergize, and the likely changes and impacts. On the other hand, media reports about increased taxes or user charges in the ABB area have generated some anger and confusion in the public.*
- *Multiple uses and users should be taken into account in street design planning and execution.*
- *However, structured public engagement processes that involve all citizens equally are largely absent.*

Box 1 - Examples of views on different questions of mobility planning
(these views have emerged from discussions, studies, public processes done over the last year or so)

Views on On-street Parking
- On-street parking is required for customers coming from Hinjewadi, Pimple Gurav etc
- On-street parking is needed for patients / visitors to doctors
- On-street parking is not a right, the carriage way is meant for people to move, not to park vehicles
- Better bus connectivity + shuttle, cycle stands, public bicycle system is essential to reduce demand for on-street parking
- Paid on-street parking, with higher charges for longer duration
- Off-street parking lots (such as at empty plots near Mann Dairy, for which a rental agreement could be made between PMC/ PSCDCL and owners of the plots)

Views on Street Vending
- Street vendors take up the space meant for pedestrians
- Street vendors make the place lively and safe, and are integral part of Indian streets
- Adequate space can be designed for street vendors, and this is as per the law
- Street vendors do not pay tax, are illegal (this is an erroneous view, as Street Vending is to be protected and regulated under the SV Act, which PMC will need to implement)
- Street vendors will dirty the space
- Procedures and fee for providing services can be worked out
- Street vendors can be provided alternative ota market spaces (off-street built up spaces)
- Street vendors are able to do their business because of their location on the street, and the rest of the public derives various benefits from their presence on streets
- If street vendors agree to being provided ota market space then they can be rehabilitated off-street

Views on Locating Waste Sorting Sites
- Sorting of waste should not be done on streets
- Sorting of waste should be done in the space allocated at the Sewage Treatment Plant
- Each society should provide a location for sorting its own waste, which can be cleaned after the work is done.
- Sorting of waste need not be done on streets if proper sorting sheds are provided within walking distance (upto 1 km) from collection points
- Some common sorting sheds may be developed on amenity spaces as well-designed structures with a management protocol
- Temporary space of 2 hours that is cleaned after sorting work

Views on Reducing Private Motorized Trips
- Private motorized trips cannot be reduced
- Private motorized trips of very short distance (upto 2-3 km within Aundh) can be converted if good footpath and cycle tracks are provided so people feel good to walk or cycle
- Introduce local measures like shuttle services, and paid parking
- Conduct awareness and attitude change drives
- Private motorized trips which are long distance through Aundh cannot be reduced till PMPML services become very highly improved, or MetroZip, and some constraints are created for driving through Aundh, instead of using University Road or Baner Road.

Motivation for a Deliberative Process

Sustainable Mobility has been an area of work for CEE over the last few years. In 2009, CEE helped form the Sustainable Urban Mobility Network (SUM Net) with members from different cities. CEE has also taken up local assignments on promotion and outreach for the Rainbow Bus Rapid Transit in 2013 to 2016, and public engagement for preparation of the Pune Cycle Plan in 2016-17.

Since 2013, CEE has also arranged public deliberation processes in Pune in a limited way. These include a street design project in Dattawadi, and review of participatory budgeting. A public deliberation and design process for street vendors/ vending spaces was advocated but did not materialize. CEE has also introduced deliberative tools in issue learning workshops. The structure of discussions and outcomes have been appreciated by the participants.

CEE is convinced that public deliberation processes would greatly aid the Smart City-led development process in ABB. A well-designed public deliberation process can bring clarity, transparency and accountability in public governance. Proposed projects can be more closely attuned to the needs of the public, and much more social learning about the issues and solutions.

Objectives and Expectations of the Organizers

The objectives of the CEE team were to:

- Convene a 'mini public' around the issues of street design in Aundh
- Elicit diverse views from the members of the public and enhance mutual understanding on these different needs and aspiration
- Generate interest in public deliberation

The expectation is that public deliberation around the issue of mobility in ABB would:

- Provide inputs for improving the proposed mobility projects in ABB area to make them more closely attuned to the needs of the public
- Enhance public understanding about sustainable mobility solutions
- Demonstrate how to organize public deliberation processes and their role in civic governance

Deliberation in Aundh - Event Report

Building up Issue Understanding – The Street Survey and Conversations

CEE facilitated field research carried out by masters' level students as part of a Winter Institute programme of 10 days duration in October 2017. This activity was done as a collaboration between the CEE and the Centre for Urban Policy and Governance at the School of Habitat Studies, Tata Institute of Social Sciences (TISS), Mumbai.

The field research was carried out partly to gather insights for the public deliberation, establish contact with various stakeholders, inform them about the public deliberation and to invite them for the event. The students studied street usage, interviewed different users of streets, shopkeepers, residents, senior citizens, street vendors, waste collectors, community leaders, political leaders, elected representatives, etc. Detailed interactions took place with about 50 such individuals.

The students' work confirmed much of the tacit understanding about street usage, levels of participation of different stakeholder groups in decision-making, nature of relationships and tussles, and negotiations around street use. It also revealed details and specifics in relation to these aspects.

Invitations

The invitations to participate in the public deliberation event on 14 October were made with a view to having a cross-section of the members of public.

Printed invitations were delivered by the students to about 500 individuals including representatives of Cooperative Housing Societies, Shops, Senior citizens, Schools from different parts of Aundh, Auto rickshaw drivers at various stands, street vendors representatives, local youth attending skill development courses in Aundh, etc.

The interactions by the students with various individuals within the Aundh community included repeat meetings or continued contact over phone and WhatsApp after the initial meeting. This helped create trust and interest in the event. The students especially invited these individuals who had been interviewed by them, about 50 in number.

Further, WhatsApp messages were sent over chat groups of a few different residents' forums in Aundh, Baner, Balewadi. Invitations were also sent to citizens' groups in other part of Pune, especially to reach out to people who come to Aundh for shopping or work.

Facilitators and their Orientation
The group of facilitators included CEE staff and TISS students

Orientation was done in the morning, just before the event, explaining the purpose, schedule and tasks. The purpose and nature of the event was shared with the TISS students the previous evening as well. Marathi speaking students were allocated the role of translators and scribes.

औंध - बाणेर - बालेवाडीमध्ये रस्ता, सुरक्षित आणि सोईस्कर सर्वंकष वाहतूक पायाभूत सोयीसुविधा विकसित करण्याची नागरिकांची मागणी योग्य आहे का?

आपणच ठरवायचं! पण सहविचारातून!

प्रति,

पुणे शहर अधिक राहण्यायोग्य करण्यासाठी आपण सर्वांनीच प्रयत्नशील असायला हवं. पुणे शहराची ज्या झपाट्याने वाढ झाली, त्या तुलनेने सार्वजनिक वाहतूक व्यवस्था वाढू शकली नाही आणि एकेकाळी सायकलींचे शहर म्हणून ओळखले जाणारे पुणे आज खाजगी वाहनांचे माहेरघर झाले आहे जगाच्या पाठीवर जिथेही खाजगी वाहने रत्यावर जास्त जागा व्यापतात तिथे सार्वजनिक जागांचा तुटवडा वाढत जातो. यावर उपाय म्हणून पुणे महानगरपालिकेने 'सर्वंकष वाहतूक आराखडा २०१२' मान्य केला आहे.

या आराखड्यात सुरक्षित आणि परवडण्याजोगी सार्वजनिक वाहतूक, पादचारी आणि सायकल यावर भर देण्यात आला आहे. वरील आराखडा प्रत्यक्षात उतरविण्याची सामूहिक जबाबदारी RTO (वाहतूक गरजेनुसार परवाना देणे), ट्राफिक पोलीस (वाहतूक नियमन), PMPML (बस वाहतूक), पुणे महानगरपालिका (रस्ते व पायाभूत सुविधा) या संस्थांची आहे. वर्ष २०१५ मध्ये 'Pune Smart City Mission' अंतर्गत 'औंध-बाणेर-बालेवाडी' भागात विविध वाहतूक विकास प्रकल्प राबविण्याचे प्रस्तावित करण्यात आले आहे. आपसात समन्वयन करून सर्व नागरिकांना वापरण्याजोग्या दर्जेदार पादचारी, सायकल आणि सार्वजनिक वाहतूकीसाठी पायाभूत सोयीसुविधा पुरविणे हे या संस्थांचे उत्तरदायित्व आहे

औंध - बाणेर - बालेवाडी भागात सेवा देणाऱ्या आणि राहणाऱ्या नागरिकांच्या गरजा ह्या विविध प्रकारच्या आहेत. या गरजा मांडण्यासाठी आणि गरजेनुसार आवश्यक पायाभूत सुविधा मिळविण्यासाठी सर्वसमावेशक नागरिक मंच (फोरम) उपलब्ध नाहीत. सांगोपांग चर्चा करून आपल्या मागण्या मान्य करून घेण्यासाठी आणि नागरिकांना सर्वसमावेशक मंच उपलब्ध करण्यासाठी, प्रथमत: औंध भागातील ९ रस्त्यांवरील विविध वापरकर्त्यांच्या गरजा समजून घेण्यासाठी या परिसरातील हे रस्ते सर्वांसाठी सोयीचे, सुरक्षित कसे बनविता येतील यासाठी 'टाटा सामाज विज्ञान संस्था, मुंबई व 'पर्यावरण शिक्षण केंद्र' संयुक्तपणे प्रयत्नशील आहेत.

औंध परिसरातील सर्व घटकांमध्ये आपापसात चर्चा करून सर्वंकष वाहतूक मागण्यांवर सहमती होईल अशा मागण्यांचा जाहिरनामा विकसित करण्यासाठी एक सहविचार कार्यशाळेचे आयोजन करण्यात आले आहे. या कार्यशाळेत सहभागी होण्याची आपणास विनंती करीत आहोत.

पहिल्या टप्यात औंध परिसराच्या अभ्यास आणि सहविचार सभेनंतर बाणेर आणि बालेवाडी परिसरातील नागरिकांच्या सहविचार सभा प्रस्तावित आहेत.

दिनांक : शनिवार, १४ ऑक्टोबर २०१७, वेळ: सकाळी ११ ते ५

नोंदणी साठी संपर्क

अविनाश -९८८१४६६५२९ अवधूत- ९७३०७६६१९९

(भोजन व चहापानाची व्यवस्था कार्यशाळेच्या ठिकाणी करण्यात आली आहे)

संस्कृती मेनन
कार्यक्रम संचालिका
पर्यावरण शिक्षण केंद्र, पुणे

अमिता भिडे
डीन, स्कूल ऑफ हॅबीटाट स्टडीज
टाटा सामाजिक विज्ञान संस्था, मुंबई

CEE
Centre for Environment Education
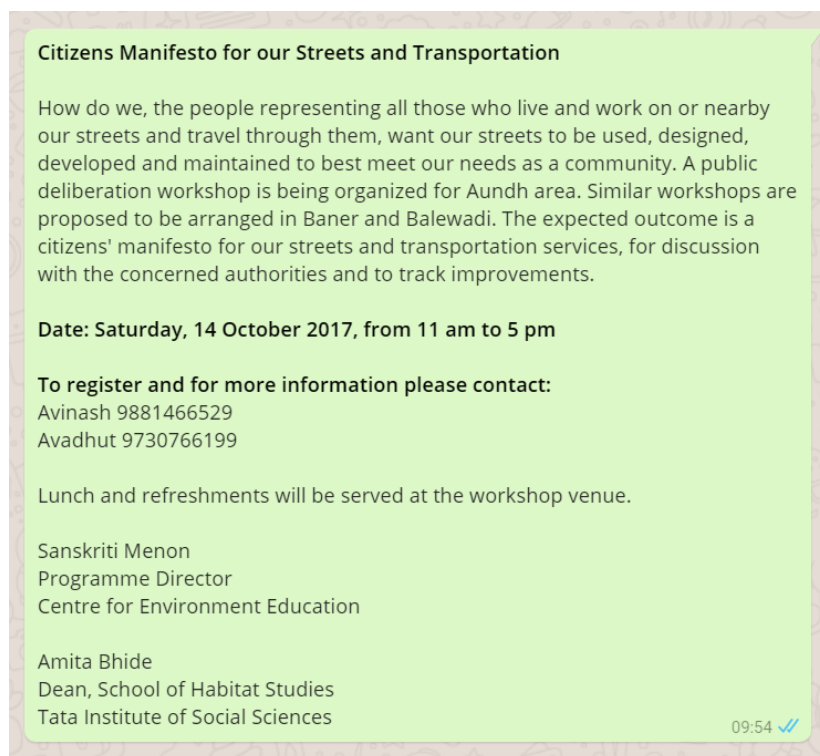
Figure 1 Printed invitation

Citizens Manifesto for our Streets and Transportation

How do we, the people representing all those who live and work on or nearby our streets and travel through them, want our streets to be used, designed, developed and maintained to best meet our needs as a community. A public deliberation workshop is being organized for Aundh area. Similar workshops are proposed to be arranged in Baner and Balewadi. The expected outcome is a citizens' manifesto for our streets and transportation services, for discussion with the concerned authorities and to track improvements.

Date: Saturday, 14 October 2017, from 11 am to 5 pm

To register and for more information please contact:
Avinash 9881466529
Avadhut 9730766199

Lunch and refreshments will be served at the workshop venue.

Sanskriti Menon
Programme Director
Centre for Environment Education

Amita Bhide
Dean, School of Habitat Studies
Tata Institute of Social Sciences

09:54

Figure 2 Invitation on WhatsApp

Public Deliberation Day

About 60 people attended. The room was arranged with seven tables with place for upto 10 participants at each table, a facilitator, a scribe, a translator where needed. A reader scribe was provided at one of the tables to support a blind person. The programme was led by a pair of lead facilitators, who introduced the purpose and structure of the day and the room arrangement, guidelines for participation in the discussion. They started off and closed each activity or programme segment. The facilitation team at each table supported the group discussions. A separate team worked to aggregate statements across groups and to transcribe the table outputs into a computer, for projection back to the plenary.

Right at the start, the purpose of the day was introduced as 'Deliberation on

> *How do we the people representing all those who live and work on or nearby our streets and travel through them, want our streets to be used, designed, developed and maintained to make our streets places that are productive and safe, **to enhance the well-being for ALL in our community'.***

The schedule for the day is presented in Box 2. As it happened, the proceedings ran slower than expected. The group managed to prioritize the action statements, and review the expectation. But there was no time left to develop action ideas and any draft text for the manifesto. The output of the deliberation was a set of statements on what is desired to be retained and what needs to be changed in Aundh, that had emanated from the participants after 'working through' at the tables, and prioritized by the participants. This output is presented in Box 3.

Box 2: Schedule for Aundh Deliberation, 14 October 2017	
11.00	**Introduction to the purpose of the day and process** Process • Each of us need to focus on the 'common community good', about the needs of all • We are all equal • All ideas are valid, guided by the laws of our country
11.20	**Self-introductions (include** Your name, How your most use the streets in Aundh, and What you want from this day
11.40	**Input presentation** Transportation plans in Pune and ABB
12.00	**The Dreams** Think about the next few years You are still in Aundh, with your family, friends, work • What do we want the streets of Aundh to be like in say 5 to 7 years? • What is already wonderful here and we want to retain • What needs to change to be better? Develop 3 to 5 statements from each table
12.30	**Refine Action Statements** Read out and project the statements; cluster and re-write in discussion with all
1300	**Prioritize** 1. Each person gets Rs 100/- in Rs 10 units (pretend money) 2. All statements are read out 3. After each statement, participants can choose what they want to contribute their money for 4. Its ok to put more than Rs 10; but not more than Rs 40 cards on any given idea 5. The sum collected for each statement is counted
1430	**Expectations Revisited** Project the Expectations Affinity Groups & Transport Questions Are we covering expectations stated in the morning? Respond to the questions about transportation
1445	**Develop Action Ideas -** What needs to get done (note whether by government and/or business and/or community groups) to achieve this in the next 5-7 years?
1615	Where to from here with the Manifesto, and request for volunteers to assist
1630	Participants written feedback; Oral feedback; Observers' feedback
1700	Final remarks, Thanks, Announcements, Close

Box 3 – Output of the Deliberation

What Do You want to Retain in Aundh

1. Green cover, Aundh blessed with beautiful green trees, road side trees, green zones with temples, and pollution free area. Ramnadi, Devnadi and Mula are precious ecosystems to be conserved (650)
2. Identity of place, Historical places, cultural and religious structures and symbols, such as Ambedkar Statue, which are not causing any difficulty should be retained and designs should be made accordingly. Aundhgaon is one of the oldest areas rich with cultural values, and it should be retained (530)
3. Street vending markets should be retained, pushcarts, shops, economic activities, livelihoods around Ambedkar Chowk should be retained (700)
4. Tar roads (not concrete), with current road width, trees and street lights, Model footpath, don't dig up good roads (410)
5. Retain the easy traffic situation in most roads except few places (80)
6. State Transport Bus stop (210)
7. Spaces for children/play areas (220)

Not included in voting
- Skill development centre
- Retain institutions like ITI and TB hospital (30)
- In situ redevelopment of Ambedkar Vasahat but not SRA (30)

What Do You want to Change in Aundh

1. Poor public transport service should be changed to high quality; better bus stops, service – frequency, quality; Information (460)
2. Lack of public consultation forums and awareness about public projects; Decision making process should engage the local citizens, be mindful of their needs by taking their opinions and treated equally (450)
3. Public toilets and drinking water facility (380)
4. Non-motorized modes should be given priority; footpath for everyone, and disabled friendly; no misuse of cycle tracks; should be comfortably, only for walking and cycling, free from encroachments (320)
5. Promote shared modes of (shared autos/cabs), alternative modes, more of small/ medium size public transport vehicles with increased frequency (shuttle service); promote e rickshaw service (260)
6. Vehicle congestion should be changed / reduced; Reduce congestion on road and reduce travel time for people's wellbeing (250)
7. Lack of traffic discipline should be changed; and functional signals for different modes, more free space, enforce traffic rules and lane discipline and better traffic management; including monitoring and enforcement using CCTV cameras.; restrict big vehicles on narrow roads (250)
8. Free parking should be changed (should be pay park) and separate spaces for 2- and 4-wheeler parking; No parking on roads, traffic should move. (250)
9. Ensure safety for all women, girls, pedestrian, cyclist and other vulnerable groups at all time. Aim for 'Zero Accidents' and set up of more trauma centres. (190)
10. Drainage system and water logging on roads needs to be changed and revamped, Provision of storm water drainage on roads for heavy rainfall incorporate at design stage; (160)
11. Currently garbage sorting spaces are not well organized; these should be organized and done in specific spaces (150)
12. Litter bins should be provided (60)

DISCUSSION ON DELIBERATION QUALITY
This discussion is based on formal feedback obtained from the participants, facilitators and two observers.

Inclusivity

The organizing team had reached out to diverse segments of society, especially marginalized groups that had been left out of municipal discussions, especially informal sector occupations, young people. Invitations were also delivered to residential and commercial complexes and over WhatsApp to community groups. The turnout showed a good diversity.

The feedbacks from the participants, facilitators and the observers show that they found the process adequately representative. 77% of the participants felt the group represented the interests of the community as a whole, while 8% felt this was inadequate.

One observer felt that 'They did not do so consciously as representatives, but substantively, they did to a large extent on two tables I saw at different stages of the workshop'. One observer noted that senior citizens, school students and IT professionals were inadequately represented. The other felt that the participant composition had good representation of vendors and other marginalised.

1. Representativeness and Deliberativeness

About 80% felt they had adequate opportunity to speak out and be heard. Most participants appreciated 'equal treatment' and 'respect'. At least one participant appreciated the availability of translators and scribes.

Some comments from the participants were:

> 'I had to close my work and spend Rs 70 on rikshaw to attend the workshop, that should be reimbursed'. (Local travel and an allowance for informal sector workers was provided).

> Event was very well organized and each and every individual was considered by making smaller groups.

One observer commented:

> It was an enriching experience to see a heterogeneous crowd engaged in discussion over the status of their neighbourhood.
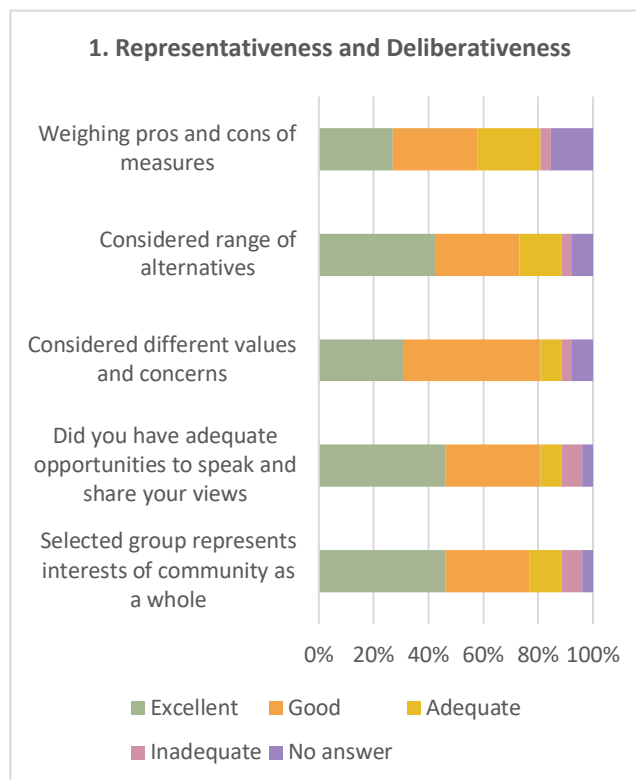
Deliberative quality

Information was presented about the city's mobility policy, plans, and projects planned for the Aundh region. Unlike the previous case, no normative presentation was made about what is considered good urban street design or sustainable mobility, as a conscious decision.

The participants feedback shows that close to 80% found that the process considered different values and concerns. They did not have much difficulty in understanding different views, though the proportion of participants who carefully heard views different from their own is a little lower. Almost 85% percent were satisfied with the deliberation.

Some liked the idea of sitting together to discuss, the discussion itself, the discussion process, and the information they got. The discussion on 'what is already wonderful in Aundh' was also appreciated.

Almost everyone responded briefly saying it was a good experience. More detailed comments were:

- *It was good knowing different points of view from people, from different layers of society*
- *It was very well managed. Considered view points from all stakes within group*
- *It was really an amazing experience. This type of events increases our knowledge and people's participation was also encouraged everyone*

2. How often did you have trouble understanding or following the discussion

- Never — 54%
- Rarely — 23%
- Ocassionally — 11%
- Often — 12%
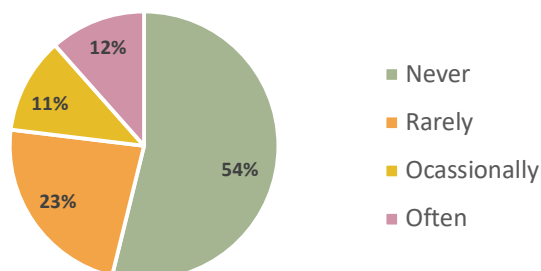
3. When other participants expressed views different from your own, how often did you consider carefully what they had to say

- Often — 54%
- Ocassionally — 4%
- Rarely — 19%
- Never — 15%
- Not answered — 8%

4. How often did you feel that other participants treated you with respect

- Almost always — 69%
- Often — 27%
- Rarely — 4%
- Never — 0%
- Not answered — 0%

A little less than half have attended public events, but not necessarily those that have worked well. Half the group had not attended any public event before this. One participant commented that *'Generally they are a cacophony of views with very little attempt at helping them understand divergent views'.*
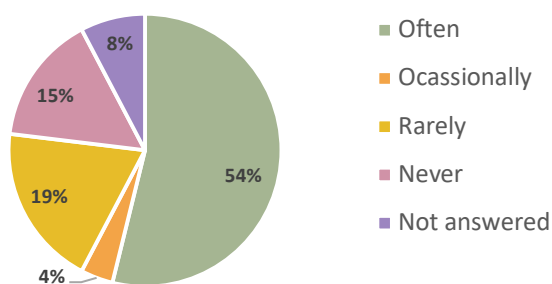
The facilitators' feedback shows that they appreciated very much the table discussions among people with diverse views and the 'sense-making' in the process. One facilitator commented that:

> Observing, contesting participants voicing the need for competing interests, the deliberation process was almost like a civilized parliament where all citizens had a common goal despite differing means.
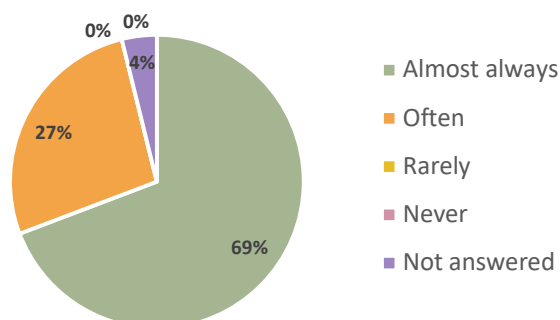
The observers commented that while there were chances to speak, invisible power dynamics may have prevented very open dialogue. For example, members of hawker-vendor associations with local representatives on the same table would always agree with the local representative.
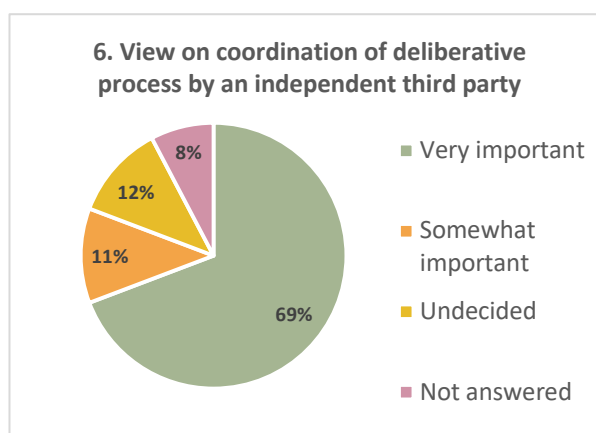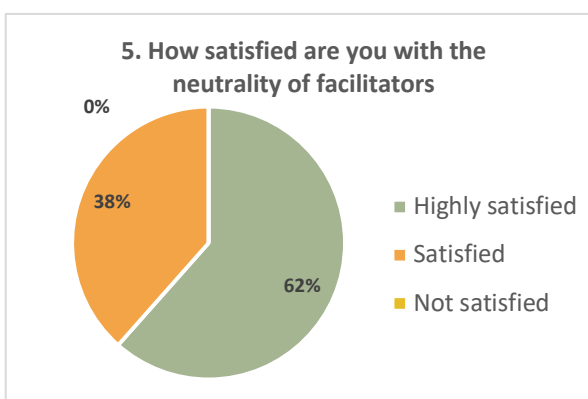
As regards the comprehensibility of the discussions and proceedings, the observers felt that most participants could get a fair bit of it, but that preparatory workshops could equip certain groups to better understand technical, abstract information, tables, graphs, maps, and even slide presentations as a form. Some participants who were familiar with format of a workshop and were able to respond quickly than those who were not. It was difficult for those participants for whom the process of consultation was a completely new concept.

Independence and Fair Facilitation

All participants were satisfied with the neutrality of facilitators. The observers too felt that the facilitators were open and unbiased.

On having an independent third party as a coordinator, about 80% felt its important. About one-fifth gave additional feedback that it is very important to have an independent third-party coordinator to achieve a neutral solution. While the possibility of the local government being a coordinator was not ruled out, the preference is for a third party.
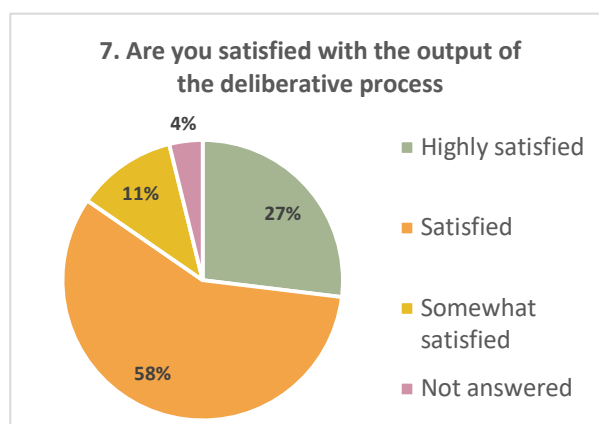
The observers felt that the role was carried out well. Further, that the local government 'may need to be counselled and trained to not become adversaries of this process or of citizens, in this process', and that 'initially the government may not be able to actively coordinate/ facilitate'. Another input was that NGOs, informal coalitions of citizens, resident's organizations can play the role of coordinator in the initial phase. Eventually when the utility of these consultations is established then they can be coordinated by the government. However, the role of facilitators should be given to independent persons.

5. How satisfied are you with the neutrality of facilitators

- 0%
- 38%
- 62%

  - Highly satisfied
  - Satisfied
  - Not satisfied

6. View on coordination of deliberative process by an independent third party

- 8%
- 12%
- 11%
- 69%

  - Very important
  - Somewhat important
  - Undecided
  - Not answered

Satisfaction with the output of the deliberation

85% of the participants expressed satisfaction with the output.

The observers too were satisfied, but added, 'it is only after many such exercises with progressively less 'safe' participants that we can begin to take the outcomes and formulate a citizens' agenda with some rigour'. 'With more structuring it could also involve not only the statements but also the reasons for retaining or modifying aspects of the streets'.

7. Are you satisfied with the output of the deliberative process

4%

11%

27%

58%

- Highly satisfied
- Satisfied
- Somewhat satisfied
- Not answered

Influence

The deliberation was organized by CEE and TISS, not by a government entity. An unstated assumption has been that 'influence' would derive from the strength of the process and meaningfulness of the outputs. This is certainly uncertain territory for the organizers and participants. One participant commented: *My main concern (interestingly others in the group too) is how effective is this if the government attitude is to be deaf or know-all.*

Some influence has been achieved. Newspapers reported on the studies done by the TISS students and the deliberation event. Soon after the deliberation day, the output was presented to the CEO, Pune Smart City Development Corporation Ltd (PSCDCL), who also asked for a detailed report of the studies done prior to the deliberation and of the day itself. The fact that certain segments of society have not been heard has been taken note of. The PSCDCL has started organizing monthly and area-wise meetings to present project updates. To what extent the outputs and concerns of the citizens and participants will be incorporated into project design and implementation remains to be seen.

The process initiated in Aundh needs to be taken forward as an iterative process of deliberation, collaborative action planning, implementation by the authorities, public review and so on. It is too early to say whether this cyclical and deliberative engagement can be instituted in the Aundh Smart City context, and with what success as regards inclusivity and deliberativeness.

Outcomes in relation to demonstration of a public deliberation process

The feedback from participants, facilitators and observers shows they were largely satisfied with the process of the day. Many participants have remarked on the 'democratic' nature of the deliberation and the chance to have their say. Several participants, facilitators and observers have expressed the need for repeated consultations, identifying that participation in such events contributes to civic capacity or democratic ability of citizens, as well as the merit of such a process in yielding better discussion outcomes as compared to other public meetings that are generally held in Pune.

Way Forward

The way forward is to act on the initial commitment made about developing a Citizens' Manifesto, and to refine the deliberation process drawing upon the learnings thus far.

One future direction is continued dialogue among citizens, sharing the outputs with the local government, and inviting government entities into the dialogues. Another direction is dialogue with the PMC and the PSCDCL to incorporate deliberative processes into regular planning.

Newspaper coverage

The findings of the students' study and the public deliberation were published in two local English newspapers.

Pune Mirror

Smart City keeps out the poor and weak: TISS,...

Nine major stretches in Aundh were selected for the study and detailed interviews of the people were done by 28 students from TISS. The major issues identified in the area were designed and serviced spaces for street vending, improvement in public transport, retaining the greenery in Aundh and social and cultural spaces.

Suvedh Jayant, a student of TISS School of Habitat Studies, told Mirror, "The module formulated by the government is not at all inclusive and has clearly not been thought through. While conducting the study, we interviewed many street vendors and got to know that strangely, they were clueless about the initiative. They had only heard the name of this plan. The street vendors were told that once the smart city plan comes into place, they will be allotted systematic shops to function from but they have no idea where they will be shifted when construction starts on that stretch. The vendors and hawkers were earlier given a presentation on the matter but it was so technical that they could not understand what was being discussed."

Ajinkya Inamdar, a TISS scholar who conducted the study from Bremen Chowk to Parihar Chowk, added, "In almost all states, a major problem with the smart city plan is that the common people barely get a chance to put forth their demands and re-quirements. The presentations given to the people are often so technical that they fail to understand what exactly is being communicated. Also, in my study, I noticed that people who could influence the decision making were the only ones who could put forth their requirements. There is a huge confusion as to whether the street vendors will be displaced or what arrangements will be made for them while the work is on."

The findings of the study were also presented to Pune Smart City Development Corporation Limited (PSCDCL) CEO Rajendra Jagtap and a panel comprising professor Amitav Malik of Pune International Centre and Anagha Paranjape of Sustainability Initiative.

Speaking to *Mirror*, Jagtap said, "The students of TISS presented their study to us and we noticed that even though a major part of the citizens were involved in the initial phase, still certain stakeholders were isolated. To resolve this problem and bring clarity on the purpose of Smart City, we will recruit a public relations officer (PRO) and other staff to ensure that information about developments on behalf of the mission are well communicated." He assured that stakeholders at various levels were taken into account and that they "should be contacted not only during but after completion of the plan as well so that its implementation can also be monitored".

SMART CITY PROJECT

Aundh residents demand more participation in decision making

Jui Dharwadkar
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PUNE: Aundh residents want the green cover and street vending markets in the area to be retained, said a street survey conducted by Tata Institute of Social Sciences (TISS) students in Aundh between October 7 and October 16. The residents also demanded more engagement of citizens in public decision making. With Pune gearing towards becoming a smart city, the areas of Aundh-Baner and parts of Balewadi are initially being developed as model areas under the Smart City Mission.

Government is spending more than ₹1,000 crore for better infrastructure and facilities in these areas. Various streets in the Aundh area are being developed with emphasis on equitable distribution of road space ensuring walkability, universal accessibility and being bicycle friendly.

Recently, TISS School of Habitat Studies and Centre for Environment Education (CEE) concluded a winter school on urban streets, mobility and governance. As part of this exercise, 20 students studied the Aundh area, exploring views of different local citizens, informal workers, elected representatives and other stakeholders on the nature of streets, street usage and governance. They visited and surveyed nine streets in Aundh and tried to understand how residents of the area are reacting to the development of these streets under the Smart City Mission.

According to the findings presented by the students, among the top issues that residents felt should be addressed included need for service space for street vending, improvement in public transport, retaining green cover and social and cultural spaces in Aundh. Very importantly, a key area identified for improvement was the creation of public consultation forums and engagement of citizens in public decision making. During the survey, it was observed that several stakeholders like vendors and slum dwellers were left out while developing the streets. Also, there seemed to be no mechanism in place for continuous and systematic consultation and feedback. Students also emphasised that there was no awareness about the accountability and redressal mechanisms which had led to lack of trust between the governing agencies and the vulnerable stakeholders.

Speaking about the survey, Sanskriti Menon, programme director, Centre for Environment Education (CEE) said, "The student survey has brought to fore some interesting findings. Menon stressed that continuous public participation would help in addressing all citizens issues.

The recently beautified footpath, between Bremen chowk and Parihar chowk, as part of the Aundh Smart City project.
SANKET WANKHADE/HT PHOTO

Major findings of the street survey

1. Several stakeholder groups were left out (eg. vendors, slum dwellers).

2. No mechanisms for continuous, systematic consultation and feedback.

3. Inadequate coordination between various stakeholders

4. Informal power structures affects the process of participation.

5. Most stakeholders interviewed had only a vague idea about the project.

6. Lack of awareness about the accountability and redressal mechanisms.

7. Lack of trust between the governing agencies and vulnerable stakeholders.

8. People redirect all responsibility to the Pune Smart City Development Corporation Limited (PSCDCL).

9. The project is still largely considered to be politically motivated.

Interactive website, PR team on cards

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PUNE: Understanding the issues raised by citizens, Pune Smart City Development Corporation Limited (PSCDCL) CEO, Rajendra Jagtap said that a public relations team will soon be appointed and an interactive website would also be developed to ensure more citizen engagement.

Students of TISS School of Habitat Studies along with Centre for Environment Education (CEE) conducted a street survey in Aundh area exploring views of different stakeholders. The students highlighted that many stakeholders lacked the complete idea of the project resulting in lack of trust between governing agencies and the vulnerable stakeholders.

The students recently presented these findings to Rajendra Jagtap. Speaking about the issues, Jagtap said, "The survey points out that there is a lack of information and clarity about whether street vendors would be displaced, or what arrangements will be made for them so that their livelihood is not affected. These are very important findings, and such studies give a third-party feedback. To address such issues, soon a public relations team will be appointed by PSCDCL.

Also, a new informative website is also being developed which would help in continuous citizen engagement." He assured that vendors would not be ignored and that all stakeholders would be taken into consideration while planning.

SUGGESTIONS BY TISS TEAM

- An effective and accessible information dissemination strategy.
- Robust, systematic and continuous participation processes.
- Increase accountability of governance agencies through education of citizens and government bodies.
- Facilitating citizen forums for inter stakeholder discussions feeding back into governance processes.

As part of the survey, on October 14, Winter School and CEE conducted a public meeting, attended by about 40 people. Similar events are proposed to be arranged in Baner and Balewadi. The expected outcome of these workshops is a citizens' manifesto for the projects.