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# CITIZEN ENGAGEMENT INITIATIVES IN BHUBANESWAR SMART CITY PLANNING

**A PEOPLE CENTRED VIEW**



# Citizen Engagement Initiatives in Bhubaneswar Smart City Planning A People centred view

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**Disclaimer:**

Views expressed in the report is based on the analysis of secondary information and on the primary stakeholders' consultation which is compiled and prepared by the consultant and do not necessarily represent the views of ActionAid Association.

The Photos used on the cover are taken from the photo exhibition. "Night in Bhubaneswar" and are captured by the students of MA in JMC of BJB Autonomous College, Bhubaneswar

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# Preface

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Bhubaneswar is my home town and I am proud to be its resident. As a responsible citizen of the city, I always feel that there is enormous scope for improving the city so that it becomes a better place to live in for all its residents. We can find numerous slums, makeshift habitations in the city where thousands of informal sector workers like domestic workers, construction workers, vegetable vendors stay and serve the residents of the city and earn their livelihood. We need to factor in these sections of people in city planning and development. In the Smart city planning also we need take the views of this important section of the city which sustains it in many ways.

In the Quito declaration in UN Conference on Housing and Sustainable development in 2016, the new Urban agenda was defined by the statement - **leave no one behind by ending poverty in all forms and dimensions**. This also abides by Sustainable Development Goals for 2030 to make cities and human settlements inclusive, safe, resilient and sustainable. The New Urban agenda is aspirational and will only happen if we all work together with the government with proper implementation plan and vision.

In this small publication entitled Citizen Engagement Initiatives in Bhubaneswar Smart City Planning, we have endeavoured to take the views of that section of society who are not smart enough to use the gadgets and internet to register their views. We do hope the BMC and the city policy makers do take notice of this and incorporate the suggestions given these section of people including the views of other citizens who might missed giving their opinions in the website which was dedicated for smartcity - [www.smartcitybhubaneswar.gov.in](http://www.smartcitybhubaneswar.gov.in)

I thank CCWD for its support for this along with ActionAid colleagues Ghasiram and CIRIC members in this. I also thank Ranjan for compiling this document.

**Debabrat Patra,**  
Regional Manager  
ActionAid Association, Bhubaneswar

# Foreward

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Urbanisation does not only include a rise in population and infrastructure, but also a dramatic change in the way of living, culture, society and political systems. With an increase in urbanisation there is also an increase in urban poverty. While Indian cities contribute to about 65% to the country's GDP, they are also home to about 80 million urban poor. With growing poverty and slums, Indian cities are marked by a model of unsustainable development that limit access to all kinds of urban services, livelihood, housing, etc.

The flagship programme of the current BJP led government, called Smart Cities, has as its declared aims, the responsibility of ensuring socio-economic upliftment by promoting business opportunities, ensuring citizens' participation and improving e-governance for better service delivery. The key features of a Smart City is in the intersect between competitiveness, capital and sustainability. Bhubaneswar topped the 20 Smart City list which was released by the government in June 2016. The Smart City plan has to adapt to the local ambitions, vision and mission along with intense citizen engagement at multiple levels using different means.

Over the past few months, there have been commendable efforts from the government in terms of setting up kiosks, organising picture competitions etc to invite and include citizens' views and needs into the planning process of the city. However due to the very design of such initiatives, the vulnerable and poor - whose voices are anyways least heard, were left out. To fill in this gap, the People's Vision of the City - Bhubaneswar (PVoC Team) initiated a series of efforts, to bring in the aspirations and demands of the voiceless into mainstream planning.

*Cont...*

The PVoC team participated in the Raahgiri programme (which advocates for non-motorised transport) and mobilised opinion from different sections of the society on the various aspects of the city – physical, social, employment and governance. The vision of the PVoC team, builds on the principle of Right to the City , i.e. the vision will advocate for the collective right to access and enjoy urban resources, and to build up collective efforts to re-structure the city space. The various aspects of city planning in which citizens expressed their views are : land use and management in the city, strengthening ward sabhas, need for open spaces and parks, need for community shelters, making Bhubaneswar a child friendly city, making provision for the specially-abled population, water and sanitation facilities, labour and social security etc.

I congratulate the team for bringing in the diverse views on the wide array of parameters most of which were left out by the smart city proposal. This document is essentially a vision document that elaborates the various parameters that make up a sustainable and equitable city. It is an effort to build alternative models of city building, and advocate for implementation, equitable distribution of resources, transparency and accountability, which will contribute to a sustainable form of development.

**Sandeep Chachra**

Executive Director

ActionAid Association, New Delhi



# I n t r o d u c t i o n

## **1.0 Background**

Bhubaneswar, widely known as the temple city of Odisha, is the capital city of the state. The modern city of Bhubaneswar was designed by the German architect Otto Konigsberger in 1946. Like Chandigarh and Jamshedpur; it is one of the first planned cities of India. Bhubaneswar is an administrative, information technology, education and tourism city. Bhubaneswar was ranked as the best place to do business in India by the World Bank in 2014. Bhubaneswar has emerged as one of the fast-growing, important trading and commercial hub in the state and eastern India. Bhubaneswar was designed to be a largely residential city with outlying industrial areas. The economy had few major players until the 1990s and was dominated by retail and small-scale manufacturing.

Since 1961, the population of the city as well as density of population of the city has steadily increased. As per 2011 census data, population of the city stood at 8,37,737 as against only 16,512 in 1951. Similarly population density has also witnessed staggering rise to the extent of 5272 in 2011 relative to only 633 in 1951. From 1951 to 2001 the city has increased its population 40 times and the land area increased only to 5 times. During 50 years from 1951 to 2001, the municipality area has increased from 26.09 Sq Km to 137.7 Sq Km. Bhubaneswar Development Plan Area (BDPA) covers an area of 419.1 sq.kms. BDPA comprises of Bhubaneswar Municipal Corporation, Khurda Municipality, Jatani Municipality and adjoining 122 Mouzas.

As of 2001, around 2.15% of the city's workforce was employed in the primary sector (agriculture, forestry, mining, etc.); 2.18% worked in the secondary sector (industrial and manufacturing); and 95.67% worked in the tertiary (service industries)

Quite a sizeable population of the country and of the state of Odisha live in the urban slums and more than one-third of population of the city of Bhubaneswar, the state capital, inhabiting in around 400 slums spread over the Bhubaneswar Municipal Corporation area. They are found to be the disadvantaged sections live a miserable life without adequate infrastructure support like supply of drinking water, waste management system, sewerage, surface drainage system, sanitation and hygienic facilities. Participation of the disadvantaged and marginalized sections should be the primary concern of the urban local bodies. The population pressure in the urban areas, in general, has generated increased demand for urban services and infrastructure development. Issues of poverty in urban slums is directly related to lack of physical and social infrastructures along with income generating opportunities for the slum dwellers. City planning has undergone several changes since Independence. In the 1950s, regional planning and the city master plan became much loved choices of policy makers, but were divorced from the complex realities of a poor, independent, post-colonial country.

While urban poverty rose, master plans lost glamour, and mostly preoccupied over removing slums. This “high modernism” resulted in plans for newer cities. The National Commission on Urbanisation identified 329 cities called GEMs (Generators of Economic Momentum), which were further divided into National Priority Centres and State Priority Centres. Urbanisation was expected to grow along those corridors. Bhubaneswar and Chandigarh were especially planned to represent modern India. In a survey of 21 cities in the Annual Survey of India’s City Systems (2014, Janaagraha Centre), Bhubaneswar and Chandigarh came close to the bottom in quality of life. Bhubaneswar scored low in urban capacities and resources as well as in transparency, accountability and participation. Over time, national plans grew more reactive, and stuck to managing things as they were. A desire for better, cleaner, inclusive cities remained unfulfilled. More number of cities was simply renamed. The idea of a smart city, for most of the 20th century, was science fiction. But cities can now integrate critical infrastructure such as roads, rails, subways and airports; optimise resources better; and plan preventive maintenance.

The Smart City Mission is a Centrally Sponsored Scheme (CSS) and the Central Government proposes to give financial support to the Mission to the extent of Rs.48,000 crores over five years i.e. on an average Rs.100 crore per city per year. (<https://india.gov.in/spotlight/smart-cities-mission-step-towards-smart-india>) An equal amount, on a matching basis, will have to be contributed by the State/ULB. The project cost of each Smart City proposal will vary depending upon the level of ambition, model and capacity to execute and repay. In the imagination of any city dweller in India, the picture of a Smart City contains a wish list of infrastructure and services that describes his or her level of aspiration. To provide for the aspirations and needs of the citizens, urban planners ideally aim at developing the entire urban eco-system, which is represented by the four pillars of comprehensive development - institutional, physical, social and economic infrastructure. This can be a long term goal and cities can work towards developing such comprehensive infrastructure incrementally, adding on layers of ‘smartness’. It is in this background Govt. of India has tried to promote 100 smart cities across India in a mission mode by forming “Smart city Mission”.

The strategic components of Area-based development in the Smart Cities Mission are city improvement (retrofitting), city renewal (redevelopment) and city extension (green field development) plus a Pan-city initiative in which Smart Solutions are applied covering larger parts of the city.

### **1.1 The Indian Smart Cities Challenge**

The India Smart Cities Challenge is a competition designed to inspire and support municipal officials as they develop smart proposals to improve residents’ lives. The Smart Cities Mission aims to promote economic growth, improve governance and produce better results for India’s urban residents.

Accordingly each city formulated its own unique vision, mission, and plan for a “Smart City.” Their concepts reflected the city’s local context, resources, and priorities of citizens. Each city developed a pan-city and area-based proposal. The challenge required municipal leaders and their partners to consult the public to develop proposals that were both sound and had a high likelihood of being implemented. Proposed solutions had to strengthen the city’s governance or its physical, social, or economic infrastructure

The Smart City proposal of each shortlisted city is expected to encapsulate either a retrofitting or re-development or Greenfield development model, or a mix thereof and a Pan-city feature with Smart Solution(s). As per the provisions of Smart City Plan, the Government is not prescribing any particular model to be adopted by the Smart Cities. The approach is not 'one-size-fits-all'; each city has to formulate its own concept, vision, mission and plan (proposal) for a Smart City that is appropriate to its local context, resources and levels of ambition. Accordingly, they have to choose their model of Smart City and answer the question: What kind of Smart City do they want? For this, cities will prepare their Smart City Proposal containing the vision, plan for mobilisation of resources and intended outcomes in terms of infrastructure up-gradation and smart applications. Citizen engagement in the process of preparing Smart City Proposal constitutes to be an important component as per the Technical Guidelines issued by the Ministry of Urban Development.

According to the Smart City Plan of Smart Cities Mission, the process for planning the Smart City commences with the self-assessment of the city, preparation of the city profile and thereafter progresses to intense citizen engagement at multiple levels in the city using different means. The SCP says, 'a sound engagement strategy should involve better communication by government, soliciting feedback for problem identification, co-creating solutions and involving local citizen champions, while ensuring the active participation of various groups of people, such as youth and students associations, welfare associations, tax-payers associations, senior citizens, special interest groups, slum dwellers and others.' The evaluation criterion of SCP at Stage II of Smart Cities Challenge loudly announces the significance of citizen engagement. 16 points out of 100 at this stage is devised for citizen engagement, split up as 10 points in creating city vision and developing strategic plan, 5 points in proposal for area based development and 1 point in proposal for pan city solution.

While it is beyond argument that a sound citizen engagement can create an ownership of the plan among citizens and hence make implementation of the same easier, it is also true that citizen engagement if not done in an effective manner can only delay development and yield no productive results. Therefore, it is required that the right method of engagement be deployed at the right time to the right people to avail the full benefit of citizen engagement in any smart city. This within the very short time frame of Smart Cities Mission is a challenge for the city authorities. Hence, the activity of strategic planning and comprehensive citizen engagement is expected to be widely held beyond Smart City Mission in coming years. As rightly stated in the SCP, citizen engagement provides support for projects and reduces potential conflict by ensuring that the projects meet the most urgent needs of the communities. It provides the opportunity to co-create the smart city by collectively identifying creative and innovative solutions to common urban challenges, thereby creating a significant sense of ownership among the citizens. SCP mandates citizen engagement at three stages- visioning the smart city, identifying area based development and pan city solutions, and implementation of the area based development proposal and pan city solution. Though participation of maximum number of citizens is expected, the scope, mode, extent and other particulars of citizen engagement is left to the liberty of the city authorities such that each city may deploy its most effective strategy.

## **1.2 Rationale**

Bhubaneswar, the capital city of Odisha was declared under best smart city proposal among the 98 cities in India in the 1<sup>st</sup> phase implementation drive of the Smart city Mission in India. So it is quite imperative to critically analyze whether the smart city proposal had rightly undertaken proper visioning exercise by involving all sections of people in it or it was elitist in nature. Bhubaneswar Smart City Proposal was expected to provide solutions to ensure a sustainable, inclusive and resilient future for all citizens. Whether that has been rightly considered or not which is supposed to be a matter of close scrutiny of this write up. For this purpose, slew of measures under “Citizen Connectivity Programme” initiated by BMC are thoroughly revisited.

It is pointed out that a Smart City should be inclusiveness and equitable. It is important for the policymakers to adopt a gender-inclusive urban plan so that we can ensure better participation of women in urban planning process. It is expected that a Smart City will generate options for all residents to pursue their livelihoods and interests meaningfully. This refers to a city’s ability to create employment opportunities, social sustainability, environmental sustainability, safety and security, inclusiveness, ease of seeking and obtaining public services, cost-efficient healthcare, quality education, transparency, accountability and opportunities for participation in governance. Smart cities use multiple intelligence systems to gather public safety information effectively and respond to events efficiently. In the approach document of the Smart Cities Mission by the Government of India, it is clearly laid down that one of the key objectives is to promote cities that provide smart solutions for safety and security of citizens, particularly women, children and the elderly. Safer city programmes can be organised to contribute to a better understanding of gender-based violence and development of adequate tools to prevent it. Local authorities can improve the city’s physical environment, for example, through better street lighting, building alternatives to dark and secluded walkways or even by positioning bus-stops in safer areas.

Unless and until the most downtrodden, and most vulnerable are uplifted, no development can be said to have been successful and meaningful. In the Indian context women, children, old people, people with disability and poor people are always considered the most disadvantaged communities who need special care and attention. The smart cities have therefore to be designed in a way to cater to the needs of women, children, senior citizens and slum dwellers meaningfully.

## **1.3 How effectively Smart City Planning was done?**

With a view to analyze the smart city planning in the context of smart city challenge, the various steps undertaken by Bhubaneswar Municipal Corporation ( BMC) are revisited to understand the strategies taken for increase peoples’ participation and inclusiveness.

### **1.3.1 Launching**

BMC (Bhubaneswar Municipal Corporation) had organised a launch meeting of Smart city Bhubaneswar programme at IDCO Tower auditorium on 26<sup>th</sup> September 2015. For preparing the Smart City Proposal, a dedicated website was formally [www.smartcitybhubaneswar.gov.in](http://www.smartcitybhubaneswar.gov.in) created to undertake citizen engagement program. The website has links to get opinions from the citizens regarding smart city propositions. It might be said that it is very much elitist in nature. It is obvious that the computer illiterate people, and people from the weaker sections don’t have access to computer and internet could not associated with such type of web based portals.

Smart city initiatives was popularized through a number of citizen contact programmes through different cultural festivals like “Anjali”, “Durga Puja Pandals”, and welcome ceremonies of different city based educational institutions. Again it also seems non inclusive in nature. As if, citizen engagement was conceived through an interface.

### **1.3.2 Formation of Smart City Advisory Forum**

A Smart City Advisory Forum has been established for Bhubaneswar to advise and enable collaboration among various stakeholders which include the District Collector, Member of Parliament, Mayor, Chief Executive Officer of Special Project Vehicle, local youths, technical experts, and at least one member from the area who is a

- i. President / Secretary representing registered Residents Welfare Association,
- ii. Member of registered Tax Payers Association / Rate Payers Association,
- iii. President / Secretary of slum level federation and
- iv. Members of a Non-Governmental Organisation (NGO) or Mahila Mandali / Chamber of Commerce / Youth Associations.

Though this was an attempt to include different stakeholders, people staying in slums, doing manual work, working as construction workers didn't get enough representation. So in the citizen connectivity programme, the aspirations of downtrodden and weaker sections of the community were not thoroughly considered.

### **1.3.3 Pre Planning Phase Activities**

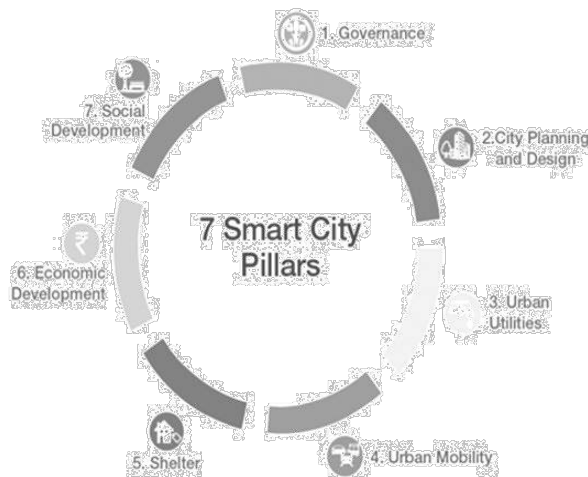
- Before scaling up the efforts towards smart city proposal, a massive online search for materials regarding the success stories of well planned cities was undertaken by BMC by involving its Project Planning and Management (PPMU).
- There was extensive documentation of other planned Indian cities like Pune, Thane, Bhopal, Chandigarh and Indore. All positive aspects of different cities were noted down.
- Amsterdam city Plan was also reviewed to capture the child friendly environment of the city. On the top of Amsterdam experience it was planned for the use of censor for street lighting and public toilets. IBI, an internationally reputed consulting agency was consulted to devise strategy for citizen engagement and smart city proposal

## CONNECTING CITIZENS – THE INITIATIVE

*“Citizen’s Connect is an initiative that gives residents of Bhubaneswar an opportunity to be a part of shaping the city’s future by co-creating solutions for the Smarter Bhubaneswar. This is the start of a process that will help Bhubaneswar’s citizens articulate a shared vision for economic activity, sustainability and inclusiveness. The citizen engagement strategy will be organized as- DECIDE | DETAIL | DISSEMINATE | DISCUSS- to connect with citizens during the entire plan/project cycle- identification, planning, implementation, monitoring and evaluation of a plan/project cycle” (<http://www.smartcitybhubaneswar.gov.in/disseminate>)*

### 2.0 Citizen Engagement Process

Bhubaneswar has employed an extensive citizen engagement process to guide its journey for transformation to a smarter city. Building upon the input received from the citizens, the overall approach focuses on promoting Smart Growth supported by sound economic development principles; while at the same time, directing investment in initiatives that promote sustainability, inclusiveness and liveability by leveraging technology as an enabler. Furthermore, building upon the 24



Source BMC

Smart City Features identified by the Government of India’s Smart Cities Mission, Bhubaneswar shaped its approach around the 7 ‘Smart City Pillars’ to align the citizen’s aspirations and needs with city systems.

**Governance-** Citizen Participation, Intelligent Government Services

**City Planning and Design-** Mixed Land Use, Compact Cities

**Urban Utilities**-Water: Water Supply, Water Management; SWM: Waste Management; Sanitation: Sanitation, Waste water management; Energy : Energy Supply, Energy Source, Energy Efficiency, Underground Electric wires; ICT: IT Connectivity; Urban Mobility- Street Design, Public Transport; Shelter- Inclusive Housing; Economic Development-Economy and Employment; Social Development- Identity and Culture, Education, Health, Open Spaces, Safety and Security, Air quality [Source - <http://www.smartcitybhubaneswar.gov.in/smartcityFeatures>]

It is viewed that the activities mostly consisted of a number of online, off line and outreach activities undertaken by the city authorities like BMC. For preparing Smart City Proposal, It was felt that Smart City Proposal should be more inclusive for which people from all categories consisting of women, children, senior citizens, youth, People with Disability (PwD), business people, slum dwellers, people from transgender community etc. should have been involved to contribute their vision and inputs. This is to mention that BMC had organized separate consultations with transgender community for soliciting their views and needs . In addition to awareness about smart city, the participants in different consultations had also shared their proposals for smart city.

On the shaping Bhubaneswar Smart city, visually impaired people had mooted some ideas before the smart city team of the BMC to make the smart city disabled friendly. Some of the major issues raised by these people included installation of auditory signals at the traffic points, printing city route maps in Braille, need of deploying human guides at bus-stop and railway station and establishment of Braille library at Harekrushna Mahatab State Library.

The transgender community made suggestions on special toilets for them at public places, provision of community halls, employment and skill development opportunity and special wards in Govt. hospitals and separate shelter homes.

## 2.1 Survey

A large scale survey was undertaken by Bhubaneswar Development Authority, to capture the opinion of people regarding awareness of smart city Bhubaneswar. For this purpose Bhubaneswar was divided under three clusters as North Zone, South East Zone, and South West Zone. As per BMC sources about 1900000 people had participated in the survey through a structured format. Further to promote smart city awareness BMC had sent 25.7 lakh SMS alerts. The outreach via radio was to the extent of 2262739 followed by 5 lakh emails.

<b>SMS</b> Reach: 25.7 Lakhs
<b>Radio</b> Reach: 22,62,739
<b>MASS EMAIL</b> Reach: 5 Lakhs
<b>Seminars</b> Events: 86   Participants: 20,650
<b>Offline Reach:</b> Suggestions: 1.6 Lakhs   Votes: 19 lakhs   Participants: 3 Lakhs

As the access to mobile, computer and internet are not very adequate, strategies like online survey, internet and SMS points out that vast section of people could not contribute to smart city proposal planning phase.

## 2.2 Idea Box

In addition to website, “idea box” provision in the website, facebook and twitter online platforms were also used to gather opinions on smart city under the facebook banner “Bhubaneswar- Smart City Community”. An idea box for detailing smart solutions for transport was introduced in the Bhubaneswar Smart City website. The idea box stated “We invite the citizens to come together and develop realistic, yet innovative solutions for providing safe, efficient and a reliable multi-modal transportation solution in Bhubaneswar. We encourage the citizens to propose new transportation projects that will help redefine the future of moving people in Bhubaneswar,” To gather views offline a structured format “Idea Box Paper” was used shown in **Annexure-I**. The programme continued for seven weeks consecutively soon after the launching of the website. It is reported that out of BMC circulated 3 lakh offline idea box/ vision printed statement papers, 2 lakh 47 thousand papers were used by the citizens to share their suggestion on smart city in those papers. Messages of smart city were also popularized through SMS, radio, mass e-mail.

## 2.3 Involvement of NGOs and CBOs

To popularize the concept, BMC should have utilized the services of large number of NGOs functioning in Bhubaneswar. The programme involved very limited number of NGOs and as it was a time bound work, full scale coverage of all the residential areas including slum areas could not be taken up appropriately. The details of events organized by BMC are as follows.

Sl.#	Headline	Event Date	Place
2	Orientation workshop for Head Masters	20-Nov-2015, 11:00 AM - 12:00 PM	BMC Conference Hall
3	Volunteers Orientation Meeting	20-Nov-2015, 11:00 AM - 12:30 PM	BMC Office conference Hall
4	Volunteers Orientation Meeting	23 October	BMC Conf. Hall
5	Street Play by Centurion University volunteers	19-Nov-2015, 05:00 PM - 06:00 PM	BMC Bhavani Mall



6	Green Deewali	10-Nov-2015, 11:00 AM - 02:30 PM	Kharvela Park, Budhajayanti Park, Kelucharan Park
7	Seminar on City of Future Techno Fair	07-Nov-2015, 10:30 AM - 01:30 PM	Hotel Mayfair Bhubaneswar
8	smart City lab at Trident College	06-Nov-2015, 01:30 PM - 02:30 PM	Trident College
9	Smart City Lab	06-Nov-2015, 09:30 AM - 11:00 AM	Centurion University, Bhubaneswar
10	Smart City Lab Launch	05-Nov-2015, 04:00 PM - 06:00 PM	BMC Conference Hall
11	Orientation Workshop for Corporation	05-Nov-2015, 11:00 AM - 01:30 PM	BMC Conference Hall
12	Smart City Lab: Infosys	06-Nov-2015, 02:00 PM - 06:00 PM	Infosys, Bhubaneswar
13	Caring Bhubaneswar	03-Nov-2015, 04:00 PM - 06:00 PM	Place will be notified soon
14	Outreach Activity	01-Nov-2015, 12:00 AM - 12:00 AM	1.Damana to Sailashree Vihar 3. Pantaloons, 4. Sriya Talkies to Master Canteen, 5. Railway Station/ Ashok Nagar, 6.Rajmahal Sqr to Unit one Market, 7.State Museum to Kalpana area,
15	Technology Fair Bhubaneswar	28. Oct 2015 10.00 am- 06.00 pm	May Fair Convection
16	Accessible Bhubaneswar	15 Oct-2015 05.00 pm- 06.30pm	B.B.C. School for the Deaf

17	Laying of foundation stone for Affordable Housing	11-Oct-2015, 11:00 AM - 11:30 AM	Near Budha Park, Chandrasekharpur, Bhubaneswar
18	Safe Bhubaneswar	08-Oct-2015, 02:00 PM - 05:00 PM	OTDC Conference Hall
19	Playful Bhubaneswar	01-Oct-2015, 02:30 PM - 05:00 PM	IDCOL Auditorium, Bhubaneswar
20	Citizen's Connect Launch Event	26-Sep-2015, 10:00 AM - 01:00 PM	IDCOL Auditorium

Source: BMC



Photo Credit BMC

## 2.4 Other Strategies

### 2.4.1 Involvement of Volunteers

To gear up the citizen connect programme in the drive towards smart city proposal, about 100 NSS groups of 90 colleges in and around Bhubaneswar were involved as volunteers. This has been done with the support from UNFPA. Volunteering opportunities, full time or part time, are in the following categories:

- Citizen Engagement through surveys, polls, outreach campaigns
- Administrative Support including data entry, email communication
- Social media support
- Photography
- Film making
- Graphic Design
- Web design and programming
- Community Mapping
- Documentation including writing reports, newspaper articles
- Event Management

This programme might have been more inclusive, if volunteers had been selected ward wise instead of college wise.

### 2.4.2 Organizing Competitions

To further popularize citizen connect programme and to get calibrated views of the people, different competitions like logo competition, photographic competition were organized and students with diverse backgrounds had participated in the events. Logo Competition for Bhubaneswar Smart City programme was started with the launch of the second phase of Citizen's Connect Initiative under Smart City programme. The event was organised at BK Art College, Khandagiri with the objective that views and vision of Bhubaneswar Citizens should be



reflected in the Logo. The organisers of logo competition tried to select the logo which is logical, creative and reflective in line with smart city vision. The LOGO competition got concluded on 15 October 2015 and finally the logo given alongside got selected. So far as photo competition is concerned, citizens uploaded different photographs on the facebook and one photograph was finally selected as the best photograph capturing the theme of smart city, Bhubaneswar. Poster Competitions on the theme "Smart City-Bhubaneswar" was also organized to consider the aspirations of children. In addition to these competitions, signage contest and vision statement contest were also organized.



### 2.4.3 Kiosk Facility

BMC entrusted with the task of submitting smart city proposal had arranged Kiosk facility for general public at different strategic locations of the city. The kiosk facility had provision of laptop with internet connection so that people were allowed to log in to facebook and twitter to place their suggestions and comments regarding the

smart city initiatives. Mainly kiosk facilities were arranged in major IT institutions and engineering colleges like KIIT, XIMB and ITER. Large scale student involvement in kiosk management motivated to public to be associated with the programme in a large scale. The kiosk facility had also provided online facility for volunteer registration.



Photo Credit BMC

#### 2.4.4 Street Play and Flash Mob

Mostly the B Tech students as volunteers under the programme had undertaken street play and flash Mob programmes to spread the messages of citizen connect initiative to the public. Stage shows in drama formats were performed on Smart Bhubaneswar benefits by the women activists. Organisations like AAINA, NAWO and UDRC jointly organised the event with Bhubaneswar Municipal Corporation. Under Flash Mob programme, student volunteers undertook dancing programme at different city based shopping malls where concentration of people is noticed more. As soon as the dance programme started, people had gathered and the volunteers started spreading the message of smart city initiative towards larger involvement of public in the decision making process for smart city proposal.

#### 2.4.5 Smart city Lab

The launch of a Smart City Lab at SOA University in Bhubaneswar, was part of initiatives by the Bhubaneswar Municipal Corporation (BMC) to encourage students to join the Smart City campaign in the social media and strengthen the city's bid for a place among the top finishers in the race and advocated students to join the social media campaign



Photo Credit BMC

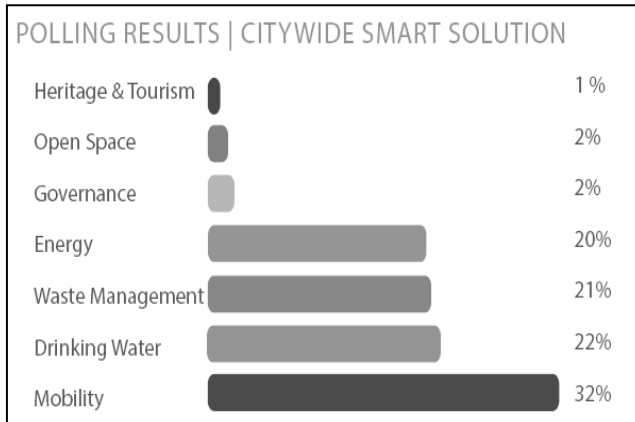
and share their innovative ideas to make Bhubaneswar the most beautiful city to live in. Under this programme, programmes were fixed by a team of experts consisting of 3-5 members with different educational institutions functioning in Bhubaneswar and lectures were arranged regarding the utility of citizen involvement in the planning process for smart city programme. BMC through its Smart City lab had arranged 25 teams of experts for popularizing the smart city citizen connect programme during pre-planning phase.

This is to mention that in such type of institutions, students mostly outside Bhubaneswar and other states continue their studies. Establishing such facility only in technical institutions seems to override people’s needs and aspirations

### 2.4.6 Polling

A polling of 300000 people was arranged to find out the choice area of model development of smart city implementation plan. In this polling exercise, people from 436 slums, business houses, and residential areas had participated. With the intent of developing a pilot ‘Smart District’ that applies the features of Smart Cities in a defined area, the citizens of Bhubaneswar through online and offline polling voted unanimously for the Bhubaneswar **Town Centre District**. The scanned copy of the ballot paper used for this polling is shown in *Annexure-II*.

The boundary of the district, covering an area of 985 acres, is defined by properties in front of Janpath Road on the east, Udyan Marg on the south, railway tracks on the west, and Maharishi College Road on the north. Key city landmarks in the district include: Ashoka Market, Master Canteen Chowk, Bhubaneswar Railway Station, City Bus Terminal, Ram Mandir, Rajmahal Chowk and its immediate surroundings. With a potential of transforming into Bhubaneswar’s central business district, the area presents an opportunity to



Source: BMC

promote transit and pedestrian oriented development that will ultimately help in leveraging a self-contained district. The district hinges on the principle of bringing together people, jobs, and services connected with each other primarily by walking, cycle or public transport as primary modes along with improved infrastructure facilities. To make city centre in the heart of Bhubaneswar that becomes a destination of activity for all ages and income group, please vote for the smart features that can be embraced and adapted to better suit the local context. On the basis of the outcome of the 1<sup>st</sup> phase polling it was found out that SMART CITY BHUBANESWAR : AREA BASED DEVELOPMENT-Bhubaneswar Town Centre District (BTCD)-Models for Development-Retrofitting + Redevelopment. The town centre district covers an area of 3.9 sq kms compact area which is 2.4 percent of BMC and 0.3 percent of BDPA. A total population of 46,000 people of 7 wards out of 67 wards under BMC are covered in the smart city district.

In the designated area under town centre district, the main road connecting From Sishu Bhawan Square to IDBI Bank via Master Canteen has been planned as **high Street** under Smart City proposal. The GIS mapping Survey conducted by BMC through its consultant IBI indicated that 1200 mobile shops and 40 vending zones are functioning on both sides of the designated high street area.



Source: BMC

After getting smart city status, the identified business people will be properly rehabilitated. About 2000 businessmen of the said area have been surveyed relating to their personal and business details which have uploaded in the digital database of BMC.

**A second city wide polling** of around 300000 people was arranged to ascertain the preferred smart solutions that would help transform Bhubaneswar into a smart city. Analysis of the survey results indicated that urban mobility, safe drinking water and open-space with green environment constitute to be the key concern for smart city programme intervention. The scanned copy of the ballot used for this purpose is shown alongside.

To further ascertain the idea for intervention to be undertaken under smart city intervention, **a third polling** of another 300000 people in Bhubaneswar town district, south eastern part of Bhubaneswar was carried out and the results of the survey indicated that safe drinking water and urban mobility were the top most concern of the people. For the third polling, the same ballot paper as used in second polling was used. To further ascertain the idea for intervention to be undertaken under smart city intervention, **a third polling** of another 300000 people in Bhubaneswar town district, south eastern part of Bhubaneswar was carried out and the results of the survey indicated that safe drinking water and urban mobility were the top most concern of the people. For the third polling, the same ballot paper as used in second polling was used.

#### 2.4.6 Smart City Bhubaneswar Standees

To popularize citizen connect programme a number of specially designed standees on various themes and components of Bhubaneswar smart city mission were kept at different strategic locations. Some of the thematic coverage of these standees is as follows.

- Smart city Challenge: Benefits for Bhubaneswar
- Like Us on Facebook Bhubaneswar- Smart City
- Visit us: [smartcitybhubaneswar.gov.in](http://smartcitybhubaneswar.gov.in)
- Make Bhubaneswar more awesome: Share your ideas in Idea Box
- Smart City: Bhubaneswar
- Capture Bhubaneswar Photography Contest on Facebook
- My City my Pride: 9 problems in 1 solution
- Smart City labs: Enhancing Citizens Engagement (A Community Outreach Initiative at your Doorstep)
- Come together for Smart City Bhubaneswar

## ENVISIONING CITY – PERCEPTION OF CITIZENS

People's Vision of the City (PVoC) is a programme initiated by Citizens Rights Collective (CiRiC) (Urban Knowledge Hub of ActionAid India) as an attempt to address the urgent need to design and plan equitable and sustainable cities. It is a methodology to develop consensus and plans based on the aspirations and needs of the citizens, especially the most vulnerable, in order to build an imagination of an equitable and sustainable city in which they wish to live. It involves outreach, dialogue, research, campaigning and knowledge-creation on a vast scale in the cities which choose to be part of this programme.

PVoC campaign has been facilitated in the Bhubaneswar city since last one and half year. The campaign team of the city has been putting its best effort for facilitating the envisioning process in the city through meetings, consultations and gathering views and opinions of the citizens of the city through consultations, focus group discussions (FGDs) and questionnaire methods.

Housing and physical infrastructure, labour

PVoC involves consensus- building around a holistic vision of the city, by constructing a multi-level dialogue among the broadest cross- section of citizens, bringing out different perspectives- social, economic, and environmental, and of the often conflicting imaginations of different sections of the citizenry. The dialogue will include, city planners, municipalities, governments, etc. In order to make sure we have a serious plan, the campaign addresses all aspects of planning and people's needs, like housing and shelter, livelihoods and employment, governance, women's safety, environmental sustainability and commons, etc. Citizens are encouraged to express themselves, listen to other citizens, engage in dialogue, negotiate differences, build common ground, which not only builds a collective if not always harmonious vision, but also helps to educate the common citizens on urban planning, and create democratic spaces for discourse and resolution of differences. The collective vision thus obtained will form the basis to also draft actual city plans. The campaign will start in a few cities to start with, and then expand depending on the success and popularity of the campaign.

and employment, social infrastructure and governance are the key parameters on which opinions have been sought for. In addition to this, the team has also designed a questionnaire on child friendly city.



People on Rahagiri, Photo Credit: BMC

In addition to its efforts in the urban slums of Bhubaneswar and Cuttack, the PVoC Campaign team has been taking the advantage of Raahgiri (recently renamed as Patha Ustav), a programme to promote non-motorised transport, started on January 17 2016. This weekly event rocks the city on every Sunday morning attracting around 50000 people every week. This large gathering on Sunday morning attracts many civil society organizations to organize events, campaigns, rallies and other such activities to create awareness among people on various social and economic themes. The team mobilized opinion/ views/ perceptions of different sections of the people on different aspects of city including its governance, infrastructure development – both physical and social, labour and employment, etc. in the context of Smart City. The basic purpose of the initiative was to gather the views and opinions of different sections of people for building Bhubaneswar a Sustainable and Equitable City with active citizen engagement in all phases of its development. The responses/ views of people from different walks of life were gathered through different methods are presented as below.

### 3.0 Governance System

#### 3.1 Ensuring people-centric governance under Smart City

The governance of the Bhubaneswar Smart cities ought to be participatory and people-centric and should follow the basic democratic norms. This demands for implementation of 74<sup>th</sup> Constitutional Amendment Act in letter and spirit and ensure citizen engagement in democratic processes. The responses of the people gathered through consultative processes on people-centric governance in the context of Smart City Bhubaneswar basically highlighted on pro-people attitude of the administration and bureaucracy, police, the need and importance of engagement of all stakeholders towards strengthening city governance and engaging schools, colleges and civil society organizations to make the people aware about their rights and entitlements. Some of the respondents also opined that the city governance system should reach out people and ensure engaging them in governance processes. It's not only the political system but also the judicial system also to be given equal importance to strengthen the governance of the city. There should be mass awareness drive to make the people aware about the Smart City.

(People are sharing views on smart city at Raahgiri)



Making election system free and fair, organizing consultations and using social media for public opinion towards city planning were some of the key recommendations from the citizens to strengthen the governance system of the city.



### **3.2 Steps to ensure people's participation in City Governance System?**

The followings are the key recommendations from the people to ensure people's participation in city governance.

- Mass awareness drive
- Making the Ward Sabha and Ward Committee functional
- Bridging the distance between the citizens and administration.
- Creating opportunities for people to contribute their ideas for city development.
- Taking initiatives towards further strengthening the community policing system.
- Involving citizens of the city in planning, implementation and monitoring of city development programs.
- Emphasizing on involvement of youths and women in governance system
- Preparing Ward level plans with active involvement of all stakeholders.

### **3.3 People's participation in City Development Plan of Smart City**

Instead of relying only on technocrats for preparing the city development plan, the authorities responsible for facilitating the planning process should also equally emphasize on the social dimensions of the planning process. The technical experts associated with the planning process should act as facilitators and not as sole drivers of the planning process. The planning process should involve and engage all stakeholders of the city. The summary of the suggestions came from the people through different processes are as follows.

- Smart City plan has to be prepared in consultation with Ward Committee Member of every Ward, slum dwellers, children, senior citizen, youths
- Awareness on preparation of city development plan needs to be created among people
- Active participation of people in smart city planning would make the process successful
- Opinion box should be kept in different strategic places of the city to take public opinion
- Print, electronic and social media need to be used to take public opinion
- Senior citizens, women and youths should actively participate in preparation of smart city plans

### **3.4 Processes developing city planning**

Discussion in different forums and administering questionnaire in Raahgiri (Patha Ustav) suggest the following processes for developing city plan.

- A consultative planning process will ensure that the City Development Plan focuses on the comprehensive development of wards through Local Area Plans (LAPs) prepared in consultation with Ward Committees / Ward Sabhas in line with the expectations of the citizens City level consultative workshops shall be organized involving various stakeholder
- City level consultative workshops shall be organized involving various stakeholders.

- The issues regarding urban poverty can be addressed through adequate representation of the economically weaker sections of the society in the consultation process.
- Digitization process of city planning needs to be emphasized
- The draft plan document should be published in social media for public suggestion.
- Planning should be 'of the people, by the people and for the people'

### **3.5 Engagement of institutions in city planning process**

There are number of institutions – civil society organizations, academic institutions, IITs, management institutes, technical institutions and many others, active in the city and can play a vital role in city planning process. These institutions can be key players in several important components of urban planning. Role of civil society including NGOs can contribute to build awareness to create political wills, increasing community awareness, contributing to enhance resilience of most vulnerable poor population, collaborative action to develop and implementation of project to widen coverage and sustain impacts. Suggestions in this regard came from people are presented as below.

- Institutions/organizations from all fields need to be engaged in the city planning process
- This process should be started from grass-root level i.e. slums, colonies, youth associations, senior citizens, children associations, women associations
- Both government and non-government or private institutions are to be engaged
- All the civil society organizations those who are working for people, children, women's rights, international organizations, UN Agencies, social activists, academia, youths, government officials, having presence and working for the people, should be involved in city planning process

## **4. Social Infrastructure**

### **4.0 Proper Land Use in Bhubaneswar**

Land use is not an issue of local environment rather as a force of global importance. In the course of providing food, water and shelter for millions of people, significant damage has been made to the land. Given the context, proper land use is an important issue before the city planners. The responses of the people towards proper land use in Bhubaneswar Smart city are presented below.

- Land use planning needs to be done in consultation with the Ward/ Area Sabha.
- All stakeholders should participate in the land use planning process.
- More common lands need to be reserved for creation of public facilities including schools, colleges, health centers, public utility centers, parks, spaces for children, etc.
- Land rights to be given to the slum dwellers, instead of rehabilitating them in apartments.
- Emphasis should be on sustainable environment and avenue plantations are to be taken up on priority basis.
- Encroached land need to be recovered and used for public facilities.
- Child-friendly parks need to be created across the city.
- There should be proper drainage system and its maintenance.

#### **4.1 Benefits of forming and strengthening Ward Sabha and Ward Committee**

Constitution and strengthening of Ward Sabha and Ward Committee is the constitutional mandate under 74<sup>th</sup> Constitutional Amendment Act. Ward Sabha is the lowest level democratic institution, which provides opportunities to all the voters of the Ward to directly participate in the decision making process and planning for their economic development and social justice. Almost all the respondents and people participated in the consultation process have unanimous suggestion to strengthen the constitutional bodies like Ward Sabhas and Ward Committees in the city. Some of the key suggestions of the people are given as under. Unity and equality

- People will directly participate in the decision making process and plan out for their own development.
- The vulnerable poor families, women, youths and other stakeholders can participate in the planning process.
- The need based plan could be prepared, a sense of ownership would be development and this process would also provide opportunity to the people to monitor the implementation of the plan.

#### **4.2 Quality Education in the city**

Privatization / commercialization of education has greatly impacted the public education system in schools. The existing government schools in Bhubaneswar city lack adequate infrastructure, teaching-learning materials and teacher. The learning standard of the students enrolled in government schools is weak in comparison with private schools in the city due to poor learning environment coupled with poor quality education. The children of slum dwellers, in some cases, are debarred of getting education as the schools are located in far off places and since their parents are daily wage earners, no one is there to accompany the child to school. The views of the people regarding the quality education in schools of Bhubaneswar city are given below.

- Quality education to be provided in every school and private tuitions to be banned.
- There should be a primary school in every Ward.
- Government schools should provide quality education like private institutions
- Education system should be strict and adequate numbers of teachers are to be employed .
- The learning level of students should be assessed on regular basis.

#### **4.3 Arrangements for shelter and entertainment in Smart City**

Bhubaneswar is the capital city of the state. People from different parts of the state come to Bhubaneswar for various purposes. But not everyone get a place to spend a night or two in the city, not if one cannot afford. And then there are the homeless, poor and the destitute. The shelter homes running in the city are not adequate even to accommodate a small portion of the visitors. Besides, entertainment is a major issue for the people including children living in slums. The views of the people in these regard are as follows.

Shelter homes need to be constructed in every Ward

- Shelter homes need to be constructed in every Ward and as per the honorable Supreme Court orders on this ( at least one permanent night shelter for One lakh population). Bhubaneswar has currently 5 night shelters in place at least 8 shelters as its population.
- Parks and playgrounds should be created in every Ward.
- Community centres/ halls should be created in every Ward.
- News and different issued can be discussed in parks and community hall

#### **4.4 Need and Importance of Community Policing**

The Commissioner of Police, Bhubaneswar has initiated several projects in the lines of community policing to solve the problems of different sections of the society keeping in mind the philosophy of community policing as a problem-solving approach. This endeavour *has solicited* people's participation and cooperation with the police to create a crime-free society. With the increase in population and concomitantly crimes it is quite important that all stakeholders including public should be responsible enough to mitigate crimes in their neighbourhood through sustained efforts and cooperation. Prior to this, policing was viewed by public as an external authority not a part of public. In some areas it has provided tangible success in terms of reduction in crime and good cooperation among public.

- Life and wealth cannot be secured by police alone. It requires the cooperation between police and public for greater security.
- There should be interaction between police and public at regular interval.
- Ward and sub-ward level committees to be established towards protection of wealth and lives of the people.
- Appropriate training has to be provided by the police to the security committee members to protect themselves and support the police in any kind of law and order situation.

#### **4.5 Making Bhubaneswar a child-friendly city**

A Child Friendly City is a place where children and young people are valued citizens, have their rights and interests respected, and their voices heard. It is "a city which has a local system of good governance committed to fulfilling children's rights, where the voices, needs, priorities and rights of children will be an integral part of public policies, programmes and decisions. Consequently, it will result in a city that is fit for all." - *The International Secretariat for Child Friendly Cities*.

The responses collected from the children and adults to make Bhubaneswar Smart City a child-friendly one are given as under.

- The Smart City should protect the rights of the children.
- Emphasis should be given to form Ward level child protection committee under the Integrated Child Protection Schemes (ICPS)
- Smart City should provide the basic services such as healthcare, education and shelter to the children.
- All children should get safe drinking water and access to proper sanitation.
- The children should be protected from exploitation, violence and abuse.
- The Smart City should create space for children for playing and meeting their friends.
- Regular health check up of children in every Ward.
- Awareness on child protection needs to be created at institution and family level

#### **4.6 Managing open and public spaces**

- No open space without any use should be left as this empty space may invite unwarranted activities. Plantation of trees can be done in the empty spaces.
- Open space should be pollution-free environment
- Common Service Centre to be established

- When we want to mention the place we can also clean the place
- Common Service Centre to be established
- Awareness on Smart City to people

## **5. Children's Vision**

### **5.0 Steps to make Smart City Bhubaneswar as children-friendly city**

- Special steps to be taken for children's education from tribal and vulnerable section
- Government officials and policy makers need to be aware about children's problem, give importance to their education and come out with a special legislation on for children.
- Under 18 children should not to be employed in any work.
- Government should provide full protection particularly to the girls.
- Children's rights to be respected and accepted and required fund to be provided
- In every 1 km / 2 km there should be park/playground/school and they should be given training on dance/music/co-curricular activities.
- Child-friendly infrastructures need to be developed in the city.
- Direct and indirect skill through game, song, dance, video, audio and other technique on cleanliness to be provided to children and show them programmes from other countries.

### **5.1 Steps to be taken by Government to take care of the children**

- Child health care unity to be opened at Ward level and health camp should be organized on every Sunday in Anganwadi Centres or Schools. It needs to be ensured that proper health care services are available at every health centre.
- More beds for children in Capital hospital and pediatric doctor to be employed in every Ward
- Steps to be taken for resolving the issues being faced by children
- Ensure proper functioning and maintenance of existing facilities meant for the children.
- Free health check up for every child in hospital
- Creation of more yoga centres in the city.
- Proper plan for children to be formulated after reviewing their rights on health, education, participation and protection.
- Education on child care, cleanliness, yoga need to be promoted

### **5.2 Children's perspective on construction of roads and vehicles' transportation**

- To avoid accident, plying of heavy vehicles should be banned during opening and closing of the school.
- Roads and environment need to be cleaned
- Vehicle's speed needs to be controlled and there should be a punishment system for breaking the rule.
- Students should be oriented on road safety
- Construction of 4 lane roads in city
- There should be more humps and stoppages and traffic point in front of school areas

- Government should make sub-way in crowded area and if required traffic post
- Footpath and special transportation facility for children.
- Government should focus on road safety, transportation, road signal, etc.

### **5.3 Facilities for children for having fun and entertainment**

- Creation of new parks
- Supplying sports materials to the children
- The existing parks need be developed
- In every colony there should be a park or playground for children
- Existing entertainment infrastructures should be replaced or renovated with adequate required facilities
- There should be playground and park for children in every 2 KMs distance.
- Trainer/ Coach (Games/Art) should be appointed in every colony
- Game facility in identified gardens for children needed and education should be provided to the children through games involving them with the programmes organized by Digital India.

### **5.4 Water and sanitation facilities for Children's Health**

Water, Sanitation and Hygiene are key to child survival, development and growth. Safe drinking water and access to improved sanitation is still a far cry for many of the children living in Bhubaneswar city. Although millions of children die each year from preventable diseases, no one takes the issue that seriously. The suggestions gathered on water and sanitation facilities for children in the Smart City are presented as under.

- Each child should get safe drinking water and access to improved sanitation.
- Parents should be made aware about the diseases spread by unsafe water and poor sanitation.
- Government to ensure drinking water, cleanliness and proper sanitation in every Ward and school
- Awareness on misuse of water needs to be generated.
- The city authorities should arrange filtered water points in different strategic locations, mostly at traffic posts, bus stops and other such places.
- Each household needs to have toilet. People should be made aware about the importance of using toilets.
- Separate toilets for boys and girls in schools. The toilet blocks in schools should have running water facility.

### **5.5 Perspectives for Child Protection under Smart City**

- Priority to given for education and health
- Female infant mortality to be reduced
- Education system should be developed
- Government should take actions to abolish Child labour, crime, illiterate, tobacco
- Safety and security for girls
- Proper roads for children
- Employment opportunities for slum dwellers
- Child-friendly atmosphere, lots of gardens and parks
- Children to be made aware on protection issues through pictorials

## **5.6 Making the Smart City Disable Friendly**

- They should not feel that they are disabled persons and cannot do anything
- They should be aware about the current developed systems and supplies
- They should get more opportunities at government and private level and they should be respected.
- Education, health facilities to be provided to the disable children

## **6. Labour and Employment**

### **6.0 Employment Generation**

- Government should ensure employment guarantee for all daily wage earners in the city.
- They should be protected from the exploitation of labour contractors and others.
- Steps to be taken to register all construction workers of the city and necessary entitlements to be provided to them.
- Appropriate work-site facilities to be provided to the construction workers.
- In Bhubaneswar, first priority to be given to employment to the youths in every sector.
- For unskilled labourers, there should be more skill development training programme by the government and other agencies.
- More employment to be generated by providing vocational training to the unemployed youth.
- By permitting international companies for retail business in India.

### **6.1 Fixing up minimum wage and facilities for labourers**

- Minimum wage should be Rs.500/- day, for 8 hours of work; and the labourers should be provided with adequate health benefits and social security.

### **6.2 Social security measures for low earnings people**

- Government should help to educate their children. They should get all facilities to do their family better.
- They should avail to and enjoy all the government facilities
- Equal wage to be fixed for male and female for equal work
- Better facilities from government for low earnings people
- Ration Cards should be provided to all low earning families.
- The low earning families should be covered under Housing Project of the Government on priority basis.

### **6.3 Facilities for labourers at their work place**

The following facilities should be provided to the labourers at their work place.

- Necessary protection and safety for the labourers.
- Proper shade for rest, safe drinking water, crèche at work site (if required), first aid facilities and all necessary safety equipment should be made available at work place.
- They should be provided necessary rest hour as per government rule.

- Government should provide pension to labourers if they become 60 years old.
- All the construction workers are to be registered with war footing manner.
- Benefits under Construction Workers Welfare Fund should be provided to eligible workers in a time bound manner.

## **7. Housing, Roads and Other related Systems**

### **7.0 'House For All' programme in Smart City Bhubaneswar**

- Home is the basic need of every people. So it should be provided to all needy and eligible people/ families.
- Every family should be provided with a house having at least two rooms
- House need to be constructed in at least 1000 sqft land
- State government needs to make and execute the law for proper implementation of the funds invested by State government or Central government and responsibilities of the officials
- House for all and rented house also to be provided with a proper rent law

### **7.1 Steps to be taken for water supply and water reservation**

- Safe drinking water should be made avail for all.
- Proper drainage system should be developed and maintained.
- Government should give more focus on rain water conservation. Every house should ensure having rain water conservation system installed.
- Treatment of drainage water needs to be ensured before it enters into rivers/ ocean.
- Water supply to be given on legal way and the people using water illegally should be punished
- 24 hour water supply to all. Wastage of water needs to be checked.
- For water supply, law needs to be very strict and water misuse will be stopped if government would monitor the water supply properly.

### **7.2 Long term strategy for waste management**

- Generate awareness among people on waste management and to keep the city clean.
- Waste bins to be installed in strategic locations and the waste from the bin to be collected regularly, on daily basis.
- Ward/ Sub-Ward level committees of residents need to be formed for waste management.
- Waste disposal/ recycling needs to be done on scientific manner to avoid pollution.
- Waste can be used as compost and provided to the farmers

### **Making Bhubaneswar a pollution free city**

- People should avoid using pollution emitting vehicles
- Cleanliness drive in the city to be strengthened.
- Pollution test of every vehicle to be done on regular basis
- Focus to be given on planting tree, using electric bike and cycle



- Strict law for pollution-free city to be made and pollution causing vehicles need to be checked strictly.
- Strict law for pollution-free city to be made and pollution causing vehicles need to be checked strictly.
- Bhubaneswar city would be pollution-free if people use public transports.
- Pollution-free vehicles to be used
- Roads and other places need to be cleaned regularly
- The law to use cycle and solar vehicles by government officials should be made compulsory

#### **7.4 Disaster Risk Reduction in Smart City**

- Government should make groups who will directly interact with the victims
- Increase ambulance facility to reach immediately on call
- We should be ready always to encounter any type of disaster in the city. So government should give more emphasis on disaster management
- ODRAF team should be ready every time when a disaster occurs
- People should be made aware about disaster mitigation and coping mechanism.
- Government, NABARD and ODS have taken several steps for disaster mitigation but government and private organizations need to be properly managed during disaster.
- Training to the people to face the situation
- Youths from every Ward to be trained by Red Cross to work as a team to face the disaster situation.

#### **7.5 Strengthening Vending Zone to rehabilitate road side vendors**

- A separate and appropriate place should be arranged for vending zone
- Vending zone should be available in almost all areas of the city.
- For those vendors, government should help them to provide shops to them and if possible government should build some houses to provide them on rent. After rehabilitating the vendors their road side shops to be blocked.
- It is important to ensure that selection has been made properly and accurately
- Vending zone can be constructed by using unused land in the city. Government not rehabilitating road side temporary shops, it should take proper action so that vendors as well as public will be benefited.
- Proper rehabilitation of vendor by right approach and humanistic way.
- Street vendors should be rehabilitated by the government by creating market buildings/ complexes, underground market and that don't make problem for public.

### **8. Suggestions/ Recommendations**

The following suggestions are made for the concerned officials and authorities to make our city sustainable and equitable one.

- Efforts should be made to ensure effective implementation of 74<sup>th</sup> Constitutional Amendment Act in letter and spirit and making the Ward Sabha and Ward Committee functional.
- Building up political will for active involvement of citizens in the decision making processes. The people should participate in the planning, implementation and monitoring of different development projects.

- Planning should be done at Ward level with active involvement of all stakeholders.
- The technical experts associated with the planning process should act as facilitators and not as sole drivers of the planning process. The planning process should involve and engage all stakeholders of the city.
- Smart City plan has to be prepared in consultation with Ward Committee Member of every Ward, slum dwellers, children, senior citizen, youths
- Senior citizens, women and youths should actively participate in preparation of smart city plans
- A consultative planning process will ensure that the CDP focuses on the comprehensive development of wards through Local Area Plans (LAPs) prepared in consultation with Ward Committees / Ward Sabhas in line with the expectations of the citizens. City level consultative workshops shall be organized involving various stakeholders.
- The issues regarding urban poverty can be addressed through adequate representation of the economically weaker sections of the society in the consultation process.
- There are number of institutions – civil society organizations, academic institutions, IITs, management institutes, technical institutions and many others, active in the city and can play a vital role in city planning process. These institutions can be key players in several important components of urban planning. They should be taken into confidence and engaged in city planning process. All the civil society organizations those who are working for people, children, women’s rights, international organizations, UN Agencies, social activists, academia, youths, government officials, having presence and working for the people, should be involved in city planning process
- Land use planning needs to be done in consultation with the Ward/ Area Sabha and all stakeholders should participate in the land use planning process.
- More common lands need to be reserved for creation of public facilities including schools, colleges, health centres, public utility centres, parks, spaces for children, etc.
- Land rights to be given to the slum dwellers, instead of rehabilitating them in apartments.
- Quality education to be provided in every school and mechanism needs to be developed to monitor this.
- Child health care unity to be opened at Ward level and health camp should be organized on every Sunday in Anganwadi Centres or Schools. It needs to be ensured that proper health care services are available at every health centre.
- Shelter homes and community centres need to be constructed in every Ward
- Life and wealth cannot be secured by police alone. It requires the cooperation between police and public for greater security. There should be interaction between police and public at regular interval. Ward and sub-ward level committees to be established towards protection of wealth and lives of the people.
- Every effort should be made to make the city child-friendly to recognize, accept and respect the rights of children.
- No open space without any use should be left as this empty space may invite unwarranted activities.

- Existing entertainment infrastructures should be replaced or renovated with adequate required facilities. There should be playground and park for children in every 2 KMs distance.
- Each child should get safe drinking water and access to improved sanitation. Parents should be made aware about the diseases spread by unsafe water and poor sanitation.\
- Separate toilets for boys and girls in schools. The toilet blocks in schools should have running water facility.
- Government should ensure employment guarantee for all daily wage earners in the city. They should be protected from the exploitation of labour contractors and others.
- Appropriate work-site facilities to be provided to the construction workers.
- Minimum wage should be Rs.500/- day, for 8 hours of work; and the labourers should be provided with adequate health benefits and social security.
- Home is the basic need of every people. So it should be provided to all needy and eligible people/ families. Every family should be provided with a house having at least two rooms
- Safe drinking water should be made avail for all. Proper drainage system should be developed and maintained. Government should give more focus on rain water conservation. Every house should ensure having rain water conservation system installed.
- Waste disposal/ recycling needs to be done on scientific manner to avoid pollution. Waste can be used as compost and provided to the farmers
- Strict law for pollution-free city to be made and pollution causing vehicles need to be checked strictly.
- Proper rehabilitation of vendor by right approach and humanistic way Street vendors should be rehabilitated by the government by creating market buildings/ complexes, underground market and that don't make problem for public.

## **9. Concluding Remarks**

It is viewed that all plans need to be citizen driven. It is also opined that without interdepartmental coordination continuous engagement of citizens in the planning process is a difficult proposition. However, it could have been made more realistic and inclusive had the people from weaker from vulnerable category had participated and contributed to the programme. The entire planning has been done in an elitist fashion. Concepts are mainly borrowed but not contributed by the people. Some of the pertinent issues are not taken up in the smart city proposal.

So far as smart city proposal is concerned, planning initiated by BMC by involving large scale citizen connect programmes was really unprecedented as well as non-negotiable. But given the diversity of activities discharged by BMC, it was really very formidable to reach out all sections of people. However the learning from the overall programme merits more compared to the challenges encountered in framing the smart city proposal. More number of civil society organisations should have been involved in the programme and volunteers should have been selected from different wards rather than engineering students from reputed educational institutions. BMC should abide by the new urban agenda which is gaining momentum globally and leave no one behind in its endeavour of making Bhubaneswar a smart city.

And this Urban agenda should not just be merely aspiration but also back it up with proper partnership with people and different organisations, war committees and so on along proper financing. This calls for a people centered development for people living all types of settlements – formal or informal to lead a dignified life and make Bhubaneswar - inclusive, safe, resilient and sustainable.



Consultation with different stakeholders on sustainable and equitable Bhubaneswar city



## ANNEXURE - I Idea Box

BHUBANESWAR SMART  
.....a big connect



CITIZEN'S CONNECT

MY CITY—MY DREAM

Name


Organisation

Designation



# ANNEXURE - II Ballot Paper

**BHUBANESWAR SMART CITY**  
THE BIG CONNECT



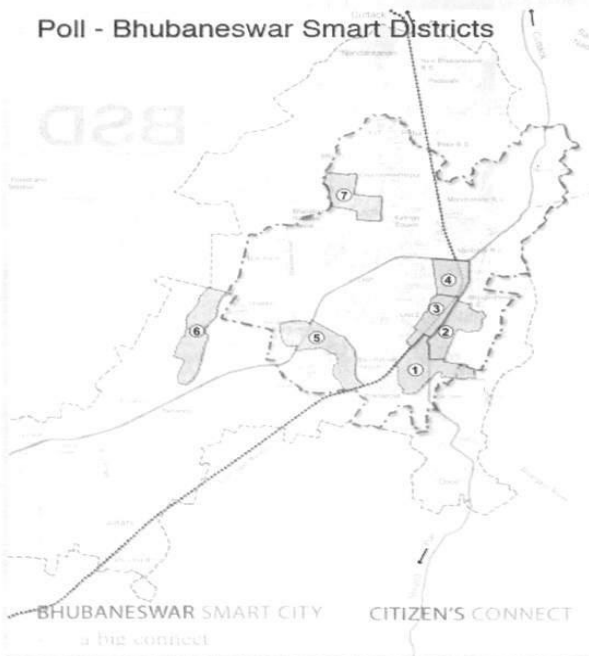
**CITIZEN'S CONNECT**

**Poll - Smart Districts Bhubaneshwar**

Tick  against 3 districts that would help prioritize and identify for development into a smart area.  
Based on your polls, the 3 districts with maximum number of votes will be shortlisted.

- (1) Heritage District
- (2) Laxmisagar District
- (3) Town centre District
- (4) Lake zone district
- (5) Khandgiri District
- (6) South City District
- (7) Infocity District



BSD


Bhubaneswar Smart District

Poll - Smart Districts

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--- BMC Boundary  
 - - - BDPA Boundary  
 Potential Smart District  
 + + + + Railway Line  
 Roads


- ① Heritage District  
Area: 775.7 Acres  
Wards included: 56, 58, 59, 67, 68, 69
- ② Laxmisagar District  
Area: 828.8 Acres  
Wards included: 33, 42, 43, 44, 45, 59, 64
- ③ Town Centre District  
Area: 817.76  
Wards included: 7, 8, 13, 16
- ④ Lake zone District  
Area: 872.3 Acres  
Wards included: 30, 31, 34
- ⑤ Khandgiri District  
Area: 1365.7 Acres  
Wards included: 49, 60, 62, 63, 64
- ⑥ South City, Unincorporated Smart City  
Area: 1201 Acres  
Wards included: Outside BMC Boundary
- ⑦ Infocity District  
Area: 501.8 Acres  
Wards included: 21, 35, 40, 41, 42, 53



SMART CITY BHUBANESWAR

**BHUBANESWAR SMART CITY**  
a big connect

**CITIZEN'S CONNECT**



Smart City

# ANNEXURE – III Ballot Paper

BHUBANESWAR SMART CITY  
THE BIG CONNECT



CITIZEN'S CONNECT

## Poll - City Wide Smart Solutions Bhubaneswar

Tick  against the best 3 smart solutions that would help transform Bhubaneswar into a Smart City. Based on your polls, the 3 city wide smart solutions with maximum number of votes will be shortlisted.



### Governance

- Timely redressal of grievances
- Improved public service delivery
- Transparency and accountability



### Heritage, Tourism and Culture

- Preserves and strengthens its cultural heritage
- Improved user experience at the heritage sites
- World class facilities in and around the heritage sites



### Drinking water

- 24\*7 supply of potable water
- 100% metering for efficient use of water



### Solid waste management

- 100% door-to-door collection
- Clean drains, roads etc.
- Generation of energy out of waste



### Liquid waste management

- 100% sewerage connection
- Proper treatment of sewerage
- Reuse of waste water



### Public Transport

- Comfortable, timely and accessible public transport
- Safety of passengers
- Well-maintained vehicles



### Traffic and Parking

- No traffic jams and minimum waiting period at traffic signal points
- Advance parking information



### Walkability

- Dedicated and spacious pathways across all roads
- Safety of pedestrians



### Energy

- 24\*7 supply of quality and reliable power
- More use of renewable energy
- Energy efficient lighting systems



### Open space

- Well maintained parks in every locality
- Space for recreational activities
- Enhanced greenery coverage





**act:onaid**

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