



Beyond Town Halls

Exploring New Avenues for Citizen Engagement in Urban Governance

For Nagrika

Tarun Sharma

Nagrika-Connect



Positive pathways for citizens and citizen voices in smaller cities to influence policy



Identify existing spaces of engagement



Inspire 'created' spaces and strengthen 'invited' spaces

Nagrika Connect- How Udaipur connects

	Invited	Created
Digital	10	3
In-Person	2	6

- Digital dominance in invited spaces by governments
- In-person interaction dominance in citizen-driven engagement
- Potential for increased digital participation by citizens
- Potential for created invited in person spaces by governments
- In-person engagement is critical for citizen-initiated spaces

Small City Knowledge



ACTORS AND INSTITUTIONS
LEADING OR CREATING
ENGAGEMENT



EXISTING MODELS OF
ENGAGEMENT

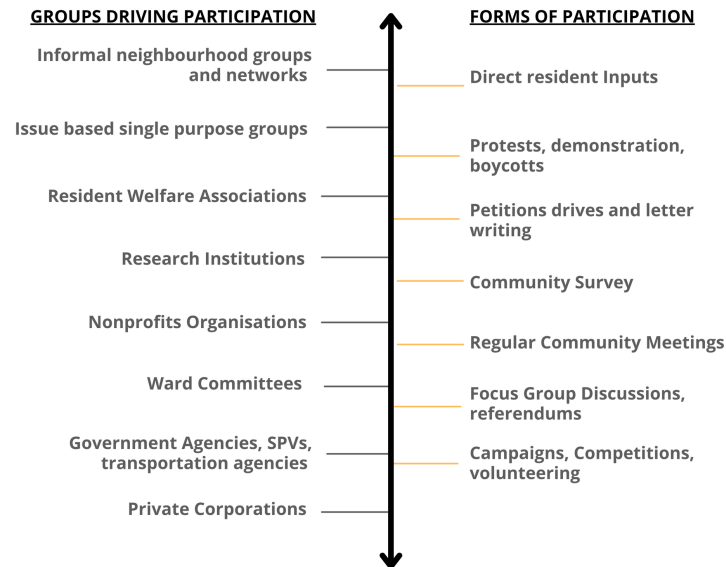


AREAS WHERE CITIZENS ENGAGE
OR DON'T ENGAGE

Small City Knowledge

GRASSROOT PARTICIPATION

broader array of possible participatory actions
driven by local residents interest but shaped by
resource limitations



INSTRUMENTAL PARTICIPATION

Operational and programmatic scope of works
supported by funding, staff and facilities



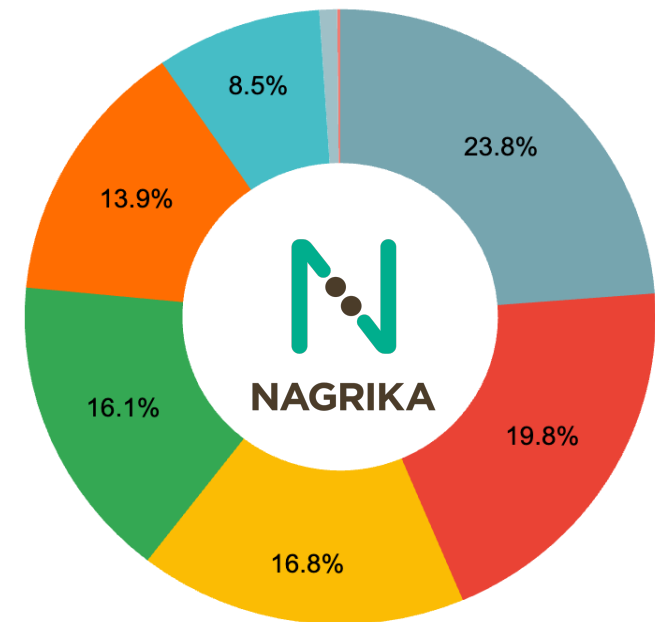
NAGRIKA

Based on Robert Silverman's Citizen Participation Continuum (2005)

Small City Knowledge

Preferred platforms for getting informed

- Email
- Whatsapp and SMS
- Relevant government websites
- Newspaper advertisements
- Official Citizen meeting
- Informal meeting
- Don't feel the need to be informed
- Other



Citizen Engagement: What are we seeing

- Opinions sought but not valued
- Formal avenues vs informal and direct interactions
- Spaces exist but not enough citizens. Void filled by NGOs
- People want to give inputs but don't know where to give
- Engagement is not as complicated as perceived
- Engagement is not just G2C but also C2C and C2G
- There is lack of avenues for expression
- Issues, challenges and their solutions are underexplored in smaller cities



Thanks

www.nagrika.org

tarun@nagrika.org