



New Avenues for Citizen Engagement in Urban Governance

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Un-think. Re-imagine. Innovate. De-engineer

**Communities
(Inclusion)**

**Coequality
(Level Up)**

**Connecting
(the dots)**

Comprehensive

Broad Bandwidth

Scale

Partnerships



COMMUNITY ENGAGEMENT

Community engagement is a way to build and sustain relationships between different organizations and groups.

- Gather diverse views.
- Helps design need-based solutions.
- Promotes collective action
- Sense of responsibility for community infrastructure.
- Empowers communities



Source-CURE

Importance of COMMUNITY Engagement

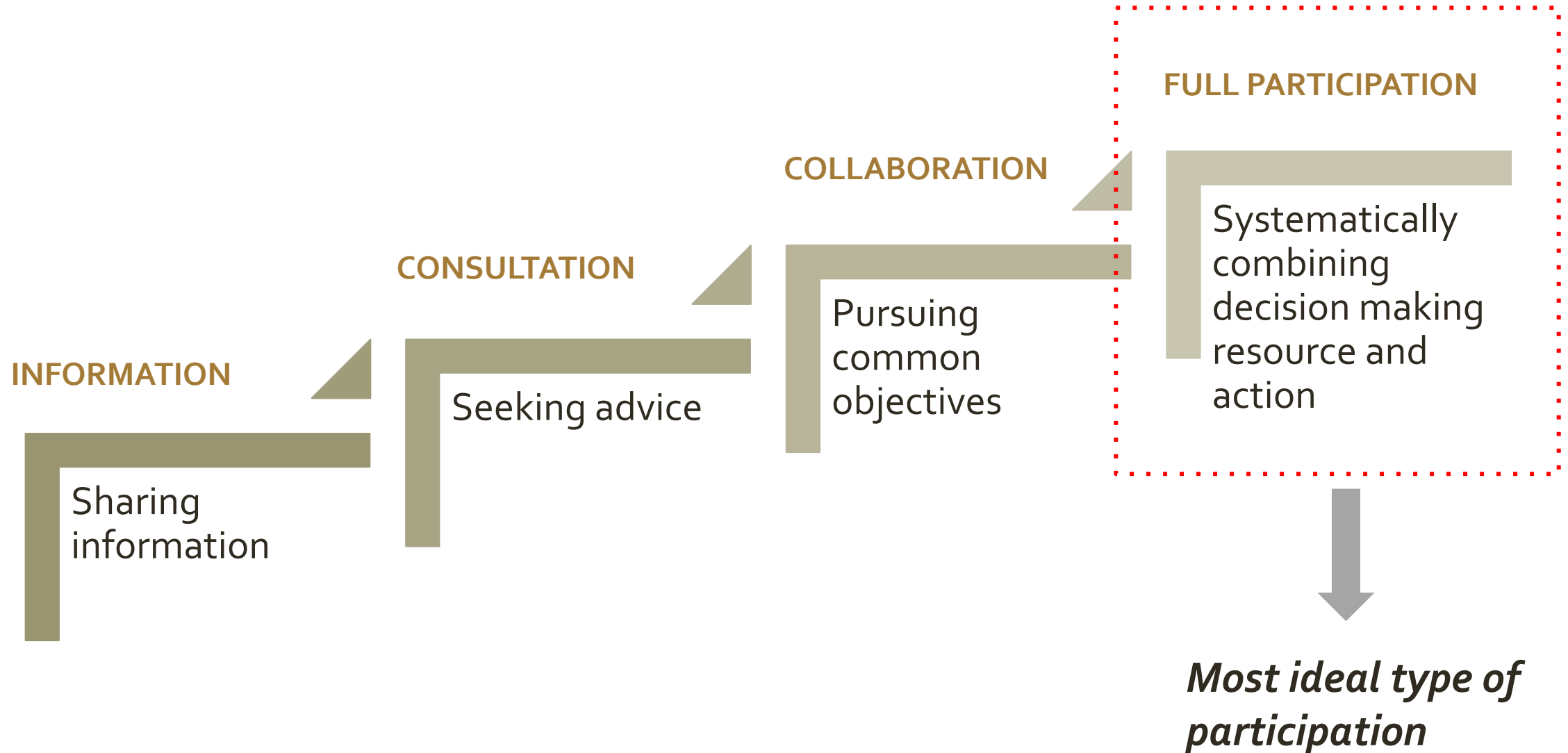
WHY ENGAGEMENT ?

- ✗ **For people** leads to questionable development.
- ✗ **By people** leads to unsustainable development.
- ✓ **With people** leads to sustainable development.

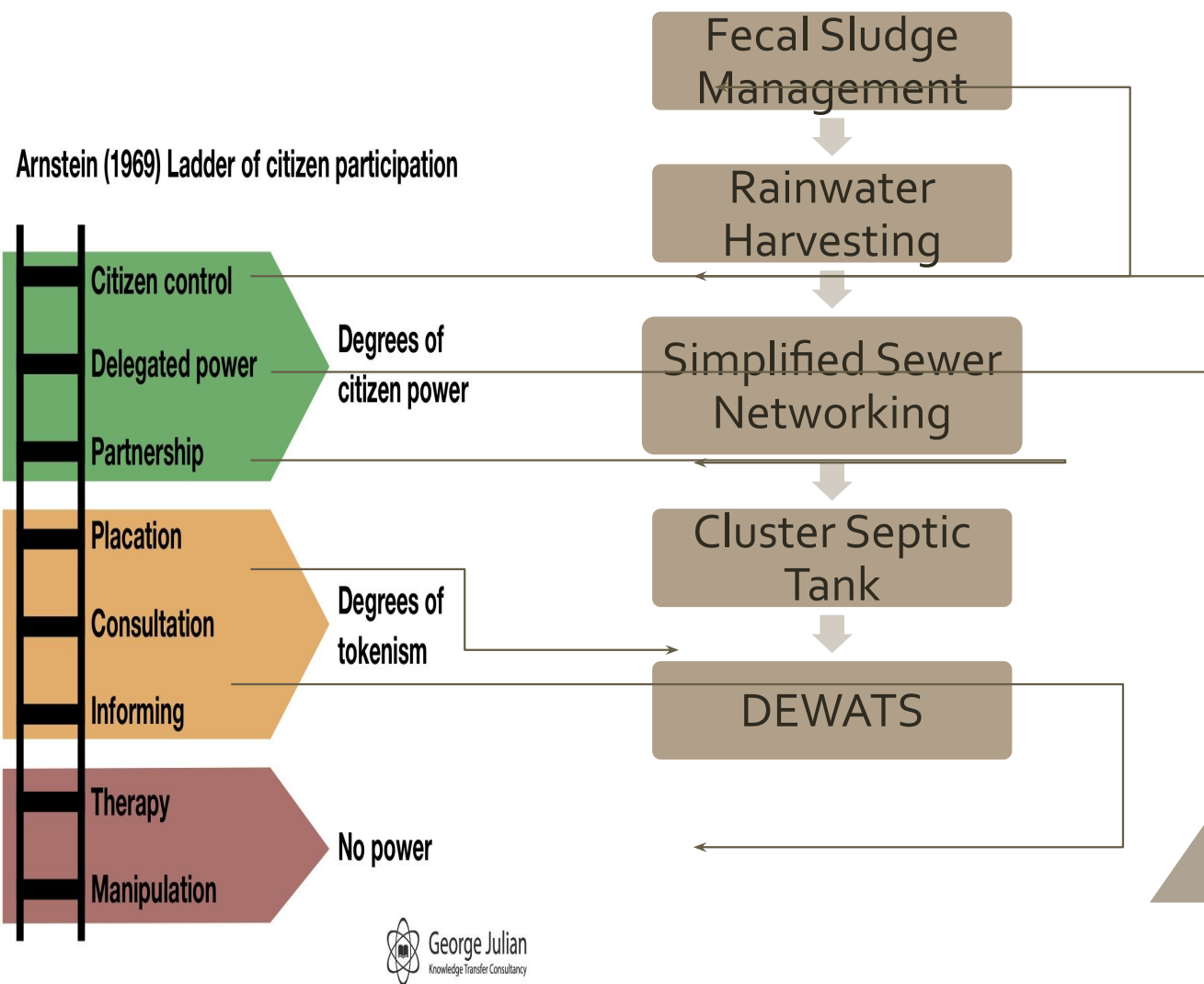
BENEFITS OF CITIZEN ENGAGEMENT



Levels of Community Engagement



Working with Communities – Existing and Sustainable approaches



Engage - HOW



Community Organization



- Street Groups
- Community Based Organizations
- Resident Welfare Associations
- Micro Enterprise Groups
- Self Help Groups



- Toilet Savings Groups
- O&M Committees
- LRF (Livelihood Revolving Fund) Group
- Waste Watch Groups

Understanding Community Needs and Priorities

Use of PLA Tools



Technological Innovations In Community Engagement

Utilizing technology can foster citizen engagement through platforms that enable citizens to call in and pose questions to their leaders, as well as register online for various public services such as voting, identification cards, passports, and more.

BENEFIT

- Increase accessibility and participation
- Empower marginalized groups
- Improve government transparency
- Enhance awareness

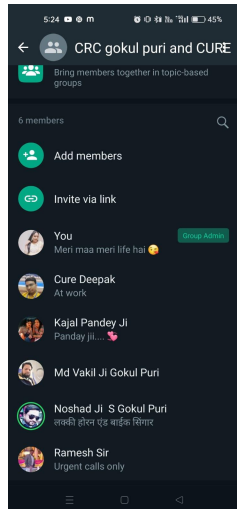
Technological Tools And Platforms

Online forums

Mobile apps

Social Media and Web Presence

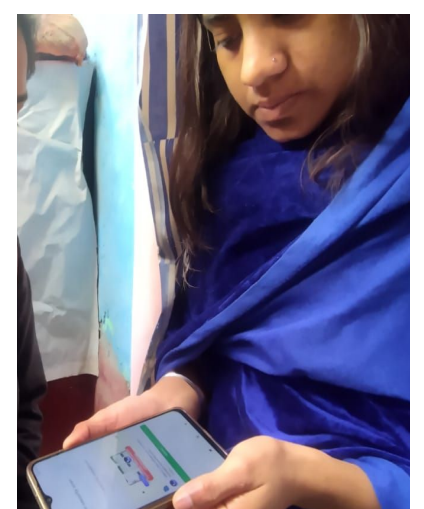
Online dashboards and reporting platforms



Adding information during covid through cell phones



Community people using URBGOV CENT Application on their cell phones



Co-Creation and Collaboration



meeting to plan and design concrete drains for community



Community meeting to discuss issues and its solutions



Comic workshop with children to spread awareness



Group discussion on sanitation and good practices



BENEFITS

Enhanced public trust

Empowered and Informed people

More effective policy outcome

Shared responsibility and sense of ownership

Real life is on the streets,
and we must plan for the
way people live and not
the way we hope they
will



Not Simple

- Capacity
- Clichés and paradoxes
- Complexity and diversity
- Centralization and grand plans
- City scale
- Costs and time

Inclusion and Engagement is not a Magic Bullet

All Included Equally – All means Women, children, marginal groups.....

Respect Wisdom in the Crowd - Listen – Integrate in Design

Process – Takes Time to Nurture – Facilitate – Help – Partner with NGOs

Creates Diversity – Localization – Innovations – procuring innovation – fixing
systemic rigidities

Connect the Dots - Comprehensive – Inter-sectionality

Be INCLUSIVE - BE SUSTAINABLE - Be SMARTER



Participation cannot be
a footnote to
development planning,
it must be a headline

Community Collaborations

is not just a Goal,
It is the Way of
Development- of Doing Things
It is the Pathway to becoming
SMART

Thank you