

Cities for Citizens: Process of Engagement

1. Citizen Engagement makes City Smart

- ❖ Reduce risks
- ❖ Improve relevance
- ❖ Enhance ownership
- ❖ Enable contributions
- ❖ Nurture social capital and trust in municipal governance

2. Phases of Citizen Engagement

- ❖ Evolving a shared vision
- ❖ Identifying priorities for pan-city initiatives
- ❖ Generating choices for area-based development plans
- ❖ Contributing smart solutions to implementation process
- ❖ Participating in monitoring and disseminating progress of plans

3. Forms of Citizen Engagements

- ❖ Informing citizens of smart city planning process
 - Use radio, TV and print media
 - Use social and digital media
 - Provide web-based transparent information regularly updated
- ❖ Consulting with citizens in envisioning the city—its unique identity
 - Resident Associations
 - Business, trade and professional associations
 - Political leaders, councillors, MLAs, MPs (current and former)
 - Colleges, institutes, cultural clubs, development NGOs
 - Special effort to consult women and youth for their perspectives
 - Creative ways to consult with informal settlements and poor migrants

❖ Recruiting and deploying citizen volunteers

- College youth
- Senior citizens
- Retired professionals
- Community leaders

❖ Regular feedback to citizens

- Emerging priorities
- New challenges
- Opportunities to contribute smart solutions
- Mobilise expertise, resources and inputs

Smart City is inclusive city, safe city and citizen engaged city!

Rajesh Tandon

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