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1. Introduction – Strengthening and Shaping a Culture of Participation

Pune has been an important centre for several social movements for equity, justice, education and deliberation which have provided Pune a rich legacy of participation in governance. This rich legacy has continued to the present day. Pune is known for its vibrant civil society and cultural richness. A number of premier educational institutions in varied disciplines, a high degree of corporate philanthropy, media houses with diverse interests and capabilities and a number of NGOs, citizens groups, residents associations and special interest groups regularly interact with the local body.

Citizens’ engagement in Pune has often been ‘organic’ or bottom up public participation which includes rights-based social movements; formal and informal sector labour movements, membership-based organizations civil society organizations formed to promote the interests of a particular industry. ‘Induced’ participation or top down refers to participation promoted through policy actions of the state and implemented by the bureaucracy. This includes decentralization and community-driven development. A recent report¹ by the World Bank has pointed to the need to create effective meeting points between the two.

While both these forms have enhanced participatory governance, they do not necessarily provide a simple, easily accessible platform for participation for ordinary citizens. Pune’s Smart City proposal aims to build upon existing strong culture of participation to smart and structured participatory governance.

2. Robust Democratic Institutions

Pune Municipal Corporation (PMC) was established in 1950 under Bombay Provisional Municipal Corporation Act (BMPC) Act, 1949. The total

area under Pune Municipal Corporation jurisdiction in 1951 was 125 Sq. km with a population of around 4.8 lakhs while in 2015, it covers a total area of 250.56 Sq. km with a population size of 3.24 million (Census 2011).

Organization Structure

PMC’s jurisdiction powers are derived through the Maharashtra Municipal Corporations Act. Under these powers and the 74th Constitutional Amendment Act, PMC is obliged to provide basic infrastructure including roads, drainage and sewerage, water supply, street lighting and services covering education, poverty alleviation, slum improvement, urban forestry, environmental protection and conservation, primary health etc.

![Organogram of the PMC]

Figure 1 Organogram of the PMC

Obligatory Functions

The MMC Act has identified a list of mandatory functions/services under Section 63 for which the PMC has to make reasonable and adequate provision. These obligatory functions/services are listed as under:

1. Erection of substantial boundary marks of such description and in such positions as shall be approved by the State Government defining the limits or any alteration in the limits of the City; Planning for social and economic development; - Urban forestry, protection of the environment and promotion of ecological aspects
2. The watering, scavenging and cleansing of all public streets and places in the City and the removal of all sweepings there from;
3. The collection, removal, treatment and disposal of sewage, offensive matter and rubbish and, if so required by the State Government, the preparations of compost manure from such sewage, offensive matter and rubbish
4. The construction, maintenance and cleansing of drains and drainage works and of public latrines, water closets, urinals and similar conveniences
5. The entertainment of a fire brigade equipped with suitable appliances for extinction of fires and the protection of life and property against fire
6. The construction or acquisition and maintenance of public hospitals and dispensaries including hospitals for the isolation and treatment of persons suffering or suspected to...
be infected with a contagious or infectious disease and carrying out other measure necessary for public medical relief

7. The lighting of public streets, municipal markets and public buildings vested in the Corporation

8. The maintenance of a municipal office and of all public monuments and open spaces and other property vesting in the Corporation

9. The naming or numbering of streets and of public places vesting in the Corporation and the numbering of premises

10. The regulation and abatement of offensive and dangerous trades or practices

11. The maintenance, change and regulation of places for the disposal of the dead and the provision of new places for the said purpose and disposing of unclaimed dead bodies

12. The construction or acquisition and maintenance of public markets and slaughterhouses and the regulation of all markets and slaughter-houses

13. The construction or acquisition and maintenance of cattle pounds

14. Public vaccination in accordance with the provisions of the Bombay District Vaccination Act, 1892

15. Maintaining, aiding and suitably accommodating stocks for primary education

16. The reclamation of unhealthy localities, the removal of noxious vegetation and generally the abatement of all nuisances

17. The registration of births and deaths

18. The construction, maintenance, alteration and improvement of public streets, bridges, sub-ways, culverts, cause-ways and the like

19. The removal of obstructions and projections in or upon streets, bridges, and other public places

20. The management and maintenance of all municipal water works and the construction or acquisitions of new works necessary for a sufficient supply of water for public and private purposes

21. Preventing and checking the spread of dangerous diseases

22. The securing or removal of dangerous buildings and places

23. The construction and maintenance of residential quarters for the municipal conservancy staff

24. Fulfilment of any obligation imposed by or under this Act or any other law for the time being in force

25. Subject to adequate provision being made for the matters specified above the provisions of relief to destitute persons in the City in times of famine and scarcity and the establishment and maintenance of relief works in such times.
Discretionary Functions

The corporation may, in its discretion, provide from time to time, wholly or partly, for all or any of the functions. The discretionary functions of the Corporation (under the MMC Act, 1949) are:

1. The Organization, maintenance or management of institutions within or without the City for the care of persons who are infirm, sick or incurable, or for the care and training of blind, deaf, mute or otherwise disabled persons or of handicapped children; - slum improvement and upgradation; - urban poverty alleviation; - cattle pounds and prevention of cruelty to animals; - regulation of tanneries;
2. The Organization, maintenance or management of maternity and infant welfare homes or centres;
3. The provision of milk to expectant or nursing mothers or infants or school children
4. The Organization, maintenance or management of chemical or bacteriological laboratories for the examination or analysis of water, food or drugs, for the detection of diseases or for researches connected with public health
5. Swimming pools, public wash houses, bathing places and other institutions designed for the improvement of public health
6. Dairies or farms within or without the City for the supply, distribution and processing of milk or milk products for the benefit of the residents of the City
7. The construction and maintenance in public streets, or places of drinking fountains for human beings and water troughs for animals
8. The planning and maintenance of trees on road sides and elsewhere; providing for parking or halting places or lots for vehicles on any part of any public street or public place which vests in the Corporation
9. The provision of music for the people
10. The provision of public parks, gardens, play-grounds and recreation grounds
11. The holding of exhibitions, PMC Games [athletics or games]
12. The regulation of lodging houses, camping grounds and rest houses in the City
13. The maintenance of an ambulance service
14. The construction, establishment and maintenance of theatres, rest-houses and other public buildings
15. The Organization or maintenance, in times of scarcity, of shops or stalls for the sale of necessaries of life
16. The building or purchase and maintenance of dwellings for municipal officers and servants
17. The grant of loans for building purposes to municipal servants on such terms and subject to such conditions as may be prescribed by the Corporation
18. Any other measures for the welfare of municipal servants or any class of them
19. The purchase of any undertaking for the supply of electric energy or gas or the starting or subsidizing of any such undertaking which any be in the general interest of public
20. The construction, purchase, Organization, maintenance or management of light railways, tramways, trackless trams, or motor transport facilities for the conveyance of the public or goods within or without the City
21. The furtherance of educational objects other than those mentioned in clause (15) of section 63 and making grants to educational institutions within or without the City
22. The establishment and maintenance or the aiding of libraries, museums and art galleries, botanical or zoological collections and the purchase of construction on buildings therefore
23. The construction or maintenance of infirmaries or hospitals for animals
24. The destruction of birds or animals causing a nuisance, or of vermin, and the confinement or destruction of stray or ownerless dogs
25. Contributions towards any public fund raised for the relief of human suffering within the City or for the public welfare
26. The preparation or presentation of address to persons of distinction
27. The registration of marriages
28. The granting of rewards for information which may tend to secure the correct registration of vital statistics
29. Paying the salaries and allowances, rent and other charges incidental to the maintenance of the Court of any stipendiary magistrate or any portion of such charges
30. The acquisition and maintenance of grazing grounds and the establishment and maintenance of a breeding stud
31. Establishing and maintaining a farm or factory for the disposal of sewage
32. Supplying, constructing and maintaining, in accordance with the general system approved by the Corporation, receptacles, fittings, pipes and other appliances whatsoever on or for the use of premises for receiving and conducting the sewage thereof into drains under the control of the Corporation
33. Granting rewards for information regarding the infringement of any provisions of this Act, or of the rules, by-laws regulations or standing orders
34. Laying out whether in areas previously built upon or not, new public streets and acquiring land for the purpose and land required for the construction of buildings or cartilages thereof to about a such street or streets
35. The building or purchase and maintenance of suitable dwellings for the poor and working classes, or the grant of loans or other facilities to any person, society, or institution interested in the provision of such dwellings
36. The provision of shelter to destitute or homeless persons and any form of poor relief
37. The building or purchase and maintenance of sanitary stables, or byres for horses, ponies or cattle used in hackney carriages of carts or for milch-kine
38. Survey of buildings or lands
39. Measures to meet any calamity affecting the public in the City
40. Making contributions to the funds of the local-self Government Institute, Bombay.
41. Making any contribution towards any public reception, ceremony or entertainment:
42. Provided that, the total expenditure on account of such contributions during any official year shall not exceed rupees twenty-five thousand or such higher amount as the State Government may, from time to time, by notification published in the Official Gazette, specify in this behalf. - with the previous sanction of the State Government and subject to such terms and conditions as the State Government may impose, subscribing to the share capital of any company or co-operative society, with a limited liability, established or to be established for maintaining or setting up a slaughter house, or for providing any other services in the City, useful to the Corporation in carrying out any of the duties imposed upon it by or under this Act or any other law for the time being in force
43. Any measure not here in before specifically named, likely to promote public safety, health, convenience or instruction.

**Elected Wing of PMC**

The Elected Body of Pune consists of 152 elected councilors (corporators or Nagar Sevaks) and five appointed members. The Mayor, the first citizen of the city, is elected by the councilors and holds office for a period of two and a half years.

There are 76 ‘prabhags’, each with 2 councilors or corporator, seats. 50% reservation to women is given in these 152 seats across various categories including General Category, Schedule Caste, Scheduled Tribe and Backward Class.

The Mayor is the head of the office. Each Administrative Ward has a Wards Committee comprising of all the elected representatives of all the prabhags in that Ward and appointed members who are from NGOs, academic institutions etc.

The meeting of the councillors, or the General Body, is held at least once in a month. The Mayor presides over the General Body Meetings of the councilors. Along with the General Body there are different committees which work in the city, including the Standing Committee and the City Improvement Committee.
The Administrative Wards have the Wards Committees or Prabhag Samiti. The Prabhag Samiti in Pune has the following functions and duties in accordance with the MMC Act:

a. To suggest the priority of schemes and development programmes to be implemented in the area of the Prabhag Samiti and forward the same to the wards committee, for the inclusion in the development plans of the wards committee or the corporation.

b. To suggest the location of street lights, street or community water taps, public wells, public sanitation units and such other public amenities within the area of Prabhag Samiti.

c. To identify the deficiency in the water supply, sewage disposal, public sanitation, storm water management, roads and street lighting arrangements in the area of the Prabhag Samiti and suggest remedial measures.

d. To assist the activities of public health centres in the area of the Prabhag Samiti, especially in prevention of diseases and family welfare and create arrangements to report on the incidences of epidemics and natural calamities.

e. To remind the Prabhag Samiti members of their obligations to pay Municipal taxes and user charges.

The councillors and the prabhag samiti are the interface between citizens and the administrative ward offices that have an important role in the provision of civic services.

Figure 2 Organogram of Elected Wing of PMC
Decision-making is distributed in terms of policy making as a responsibility of the General Body, financial decision making as a responsibility of the Standing Committee and Municipal Commissioner as the Chief Executive of the authority.

Figure 3 Electoral Wards or Prabhags in PMC, 2012

3. Proactive Provision of Information – Foundation for Civic Participation

Information availability is the foundation for civic participation. The PMC proactively provides information on the citizens’ charter, the annual budget, various policies and programmes, organization of civic services, environmental status, Development Plan, RTI monthly report, Detailed Project Reports of different ongoing projects, etc.
Figure 4 PMC’s website is an important means of proactive provision of civic information for all stakeholders.
4. Online Complaints and Redressal Mechanisms

An Online Complaints Management System has been developed. This is available through the PMC website. Citizens may submit complaints and suggestions through the website or on email, in addition to traditional mode of written submissions.

5. Proactive Efforts for Citizens’ Engagement by PMC

Some of the recent initiatives by the PMC to promote citizens engagement:

- Online Newsletter
- Facebook page ([https://www.facebook.com/PMCPune](https://www.facebook.com/PMCPune))
- Pune Smart City Ideas Competition
Several initiatives have been taken over the past few years for enabling participation from different segments of the society. These include:

- Indradhanushya – Centre for Citizenship and Environment Education
- Participatory Budgeting since 2007
- UCD (Urban Community Development) Schemes have been implemented through the CDSS and structure of SHGs and NHGs, facilitated by team of Samuh Sanghatikas and RCVs, since 1995 or so
- Town Vending Committee since 2008 and creation of database of hawkers and vendors, with geo-tagged licenses.
- Mohalla Committees
- Strategic Environment Assessment as an Input to Development Planning
- City Development Plan (CDP) for JnNURM
- Community Toilets management (Shelter, CHF)
- Participation in Housing projects (through Mashal, Shelter, PDA etc)
- Solid Waste Management, SWM Apex Committee, SWaCH
- Comprehensive Mobility Plan (CMP), Street Design Guidelines, BRTS stakeholder consultations and outreach
- School Education (Akanksha, and more recent initiatives)

Figure 5 - Indradhanushya Centre for Citizenship and Environment Education is a facility of the PMC with an exhibit about Pune's history, governance and civic issues, and facilities for workshops and citizens interactions
6. Participatory Budgeting

Participatory Budgeting is a well known innovation in governance, endorsed by UN Habitat and the World Bank.

Pune Municipal Corporation has been conducting the citizens’ Participatory Budget process since 2006. Over 800 projects for neighbourhood improvement have been included in the PMC Budget of 2015-16 under the Citizens’ Budget section. These include installation of benches, trees, footpath repair, signage, vendors’ platforms, toilets, drainage etc.

Citizens can submit suggestions using the form as illustrated here as well as online though the PMC website.

Some advantages of the Participatory Budget process are–
- Simple process
- Conducted regularly by PMC since 2006
- Substantial quantum of funds has been allocated and there is some response to suggestions from the poor

The PMC Budget book has a separate section which lists the works to be done, which have been suggested by citizens through this Participatory Budget process.

There is scope for improvement in enhancing the number of people who participate, tracking of citizens’ suggestions, and providing
information about projects at all stages. Most of these can be addressed through ICT tools.

7. Street Design

PMC has also taken up an initiative to develop Street Design Guidelines. The process of development of guidelines was itself participatory and a number of NGOs have been involved. The draft guidelines were put up for citizens comments. The guidelines themselves also have a section on citizens’ participation to be done at the time of creation and implementation of street designs. Academic institutions and NGOs have been experimenting with participatory street design and there is a wealth of civic capacity to take up such collaborative planning processes along with the local government.

Figure 6 Street Design for the People by the People - an initiative of a local architecture college and an educational NGO, the results of which were taken up by the PMC
Such initiatives are illustrative of the wealth of innovation, commitment, knowledge that citizens of Pune have, and also the power of partnerships between civil society and the local government.

The proposed citizens’ engagement process under the Smart Cities programme would support such initiatives and help to make them even more effective, especially by
- Ease of information availability and access
- Creating structures and practices that enable meaningful participation by all citizens, as a matter of course in day to day life, in structured ways that does not require ‘advocacy efforts’ on the part of citizens
- Practices that enhance trust between local government and the citizens

A combination of traditional systems and processes, and the use of ICT tools can strengthen participatory governance in Pune. Some ideas in relation to these objectives are described in the next section.

8. High Quality Participatory Governance – Integral to Smart Pune City

The proposal for Smart Pune City will be developed and implemented with citizens’ participation, using the processes described in this section.

The aim is not only to ‘consult’ citizens, but to facilitate their active participation in decision making and in the generation and implementation of solutions, that is, to give shape to the idea of ‘participatory governance’ as part of the Smart Cities programme.

The concept of ‘Smart Pune Samvad’ is being evolved as a dialogue and interaction process.

The underlying thinking is that the city of Pune completely belongs to its citizens. Everyone can contribute to making our city more liveable and help evolve the vision for Pune as a smart city.

Pune Municipal Corporation is initiating Smart Pune Samvad to facilitate such contributions from Punekars. This Samvad is an effort to connect the citizens, citizens groups, and the local government, that is the Pune Municipal Corporation, with and to each other. This would be done through
different types of dialogues, *vichar vimarsh, vichar manthan*, polls, *abhyaas gats*, workshops. Many opportunities for creative expression are part of Smart Pune Samvad.

The premises for the proposed citizen’s engagement are:

1. **Civic issues, and associated social and environmental concerns, are complex**, and require multiple inputs for progress to be made in addressing them.

2. **Diverse abilities and knowledge bases exist among citizens**, and the process of engagement should help to tap these.

3. The mixing and synergizing of diverse abilities and points of view can help **create new knowledge** and new ways of thinking and doing, and the process of engagement should facilitate such emergence.

4. **Structured and fair processes can help enhance trust** between the local government and citizens, as well as between different stakeholder groups, which is critical for innovations and experimentation to unfold and new solutions to develop.

![Figure 7 Premises for citizens’ engagement in Pune](image-url)
The **process** is proposed to be organized in the following manner:

1. **Preparatory Phase**
   - Samvad Support Cell
   - Pune Smart City Oversight Group
   - Communication Strategy

2. **Proposal Development Phase**
   - Pune Smart City Samvads
   - Solution Scape

3. **Action-Reflection Phase**
   - Action Support
   - Reflection and feedback

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**Figure 8 Smart Pune Samvad Process**

1. **Preparatory Phase**

   Before the citizens participation process is initiated, a **Samvad Support Cell** will be set up. The Samvad Cell would report directly to the Municipal Commissioner. The Cell would be hosted at PMC’s Indradhanushya Centre for Citizenship and Environment Education, working in close coordination with the Urban Community Development Dept. The functions of the Outreach Cell would be to:

   1. **Anchor the citizens outreach and engagement processes,**

      a. Develop communication materials in different formats and languages
b. Provide all required information support in usable forms for citizens’ deliberations
c. Design events / workshop processes so that each event is inclusive, deliberative and effective
d. Collate inputs and provide these in usable forms for further projects/ proposal development
e. Maintain documentation of events
f. Provide reasoned response to the public at all stages of the Smart City Mission

2. Develop guidelines and good practice documents for facilitation of public outreach processes in a transparent, inclusive and effective manner

3. Arrange Facilitators’ training programmes for facilitation of the multi-stakeholder public engagement processes to be fair, inclusive and effective

4. Develop partnerships, internships with and draw upon the expertise available with various NGOs, civic groups, experts, academic institutions, corporate groups etc to support the engagement processes (directory, database of experts, individuals, volunteers)

5. Conduct training, skill sharing workshops for citizens on management of waste, water, energy, biodiversity and various civic and environment issues

6. Manage web presence and media outreach as an integral element of the citizens engagement process

Staff: Staff from UCD and experienced Samuh Sangatikas, RCVs etc may be seconded to the Samvad Cell. Appropriate orientation and training would be provided for facilitating the community engagement process.

An Oversight Group would be set up to ensure transparency, accountability and fairness in the entire process. The group would be composed of elected representatives, respected individuals from different segments of society.
The PMC would commission the preparation of a **Communication Strategy** to support the Samvad process, including:

- Development of an Identity and Logo (such as ‘Poorna Pune’, or ‘Smart Pune Samvad’)
- Preparation of IEC materials and elements that catch the imagination of different segments of society and invite their participation

2. **‘Smart Pune’ Proposal Development Phase**

   **I. Smart Pune Samvad**

   The aim of this step is to:

   1. Inform citizens about the Smart City Challenge Process and the Smart Pune Samvad
   2. Provide inspirational examples from within Pune and other cities
   3. Obtain citizens inputs for aspects such as:

      a. Which Smart City elements or themes are desirable and prioritized for Pune as a whole, for improving quality of life for all citizens but especially the poorest segments, environmental conservation and climate change aspects
      b. What specific problems need to be solved in the prioritized themes
      c. Suggestions and ideas for solutions
      d. How should areas be selected for implementation of retrofitting/redevelopment/Greenfields projects
      e. What type of commitment and engagement should be expected from citizens in areas selected for Smart City projects

   The following types of Samvad processes are proposed:

   - Sectoral Samvad
   - Ward Samvad
   - Smart Solutions Samvad
   - Focus Group Samvad
   - Online Samvad
a. **Sectoral Samvad**

- Multi-stakeholder groups would be invited on each Pan City theme and selected governance improvement segments
- SWOT and systems analysis would be done collectively and leverage points identified, with the help of Facilitators

b. **Ward Samvad**

One Samvad would be organized in every administrative ward of the city

For all such public meetings care would be taken so that discussions are:

- Inclusive: By contacting and inviting representation from all segments of society; stratified random sampling may also be used
- Deliberative: By providing adequate information in user-friendly formats, using discussion techniques such that all views are considered, and that participants have adequate opportunity to understand different points of view and consider different options
- Effective: By informing participants at the outset how their inputs would be used in decision-making about the contents of the Pune Smart City proposal, and, even if projects do not get support how inputs would be used for improving civic services as part of regular and ongoing municipal work
c. **Focus Group Samvad**

This would be a platform where any special interest group can request for a discussion of ideas and potential submission for the Pune Smart City Proposal. The availability of this platform would be publicized through the mass media and website.

PMC would proactively organize some Focus Group Samvads, such as for:

- Schools and children
- Differently-abled citizens


d. **Smart Solutions Samvad**

A few voluntary efforts are on in Pune experimenting with applying open source data and software for addressing civic issues. These are usually led by data science experts.

As part of the Smart City proposal development process, PMC will invite data science experts to both the Ward and Sectoral Samvads where a number of civic issues and concerns are expected to be discussed and critical issues would be highlighted.

The Smart Solutions Samvad is envisaged as a process where the data science experts can reflect on the multiple views and systems view of issues that may accrue through preceding Samvads, focus on particular problems that may be addressed through different ICT tools and applications, and develop and propose different types of solutions.
Solutions may relate to applications for

- Gathering inputs (including text, photo and geo locations) from citizens/users
- Complaints and feedback management, and analytics that feed into management processes
- Data repositories
- Data visualization
- Decision support tools, such as for optimization of civic services, networks
- Online services such as submission of application forms, payments
- Monitoring tools such as score cards and rating systems that citizens can use through mobile phones

Figure 10 An effort by PMC to tap the creativity of Punekars to evolve the Smart Pune plans and proposals

**e. Smart Ideas Competitions and Awards**

PMC has already initiated in July 2015 a Pune Smart City Ideas Competition for catching the public imagination as well as for harnessing citizens’ knowledge and creativity. Similar creative ways of connecting with the public will be continued in this phase.

**f. Online Samvad**

An online Pune Smart City Samvad process will accompany the face to face deliberations. This will be an ongoing portal throughout the programme. The portal will enable discussions on themes as well as geographic areas. It will draw upon and feed into the face to face discussions at all stages of the programme.

A number of different ICT tools may be used for such engagement, including
Website
- e-groups and Local Circles
- Social media
- Maps
- Polls and surveys
- Blogs
- SMS

Themes to be put up for discussion would include:
- Affordable housing and slums
- Transportation and mobility
- Waste management and recycling
- Water, storm water management and rain water harvesting
- Energy efficiency and renewables
- Open spaces, play grounds, nature awareness areas and green infrastructure
- Employment and economic development for all segments
- Skill development and vocational education/training
- Citizens engagement and participation

Themes may be added depending on the priorities being expressed by citizens

Methods of Area Selection would be put for discussion such as
- Create and use Pune City WISE (Ward Infrastructure Services and Environment) Index to identify prabhags that have greater gaps in civic infrastructure and services and have historically had lesser investments
- From among the wards that require most investments, a further citizens process would be undertaken development of area specific proposals for retrofitting, requiring payment of user charges, engagement in new type of behaviour, creation of citizens forum, area re-development committee or Business Improvement District

These would only be put forth as suggestions and more ideas would be invited for criteria and process of selection of areas for all these categories.
II. Solution Scape
The inputs received would be collated and organized to produce the different components of Pune’s Smart City Proposal.

The proposal would:
1. Go through a process of suggestions/objections from the public, with reasoned response, including through various online forums and using ICT tools
2. Be placed in the PMC General Body for approval

3. Action-Reflection Phase
   Citizens’ engagement would be enabled throughout the project life cycles through the Samvad Support Cell and in close coordination with the SPV proposed to be set up to implement the Smart City proposal.

   Democratic control and a facilitating relationship between the PMC and the SPV would be critical elements. The details of this will be worked out at a later stage.

   Besides this, several other elements would be put in place to facilitate citizens’ engagement, such as:

   • To enhance availability of Information about Smart Pune projects and their management, as well as regular ongoing civic services and infrastructure projects, (from PMC to the public, that is, ‘one to many’)
   • To take citizens inputs about services, projects and their management, for Smart Pune services and projects and regular ongoing services and projects (that is from the public to the PMC ‘many to one’)
   • For collaboration, between individuals and groups who are members of the public, and the PMC, that is ‘many to many’, collation and sense-making, and where needed, decision-making

These would be well publicized. Opportunities would be created for capacity building, including orientation for staff of the PMC and the SPV. Facilitated workshops, meetings, ‘everyday practice’ of public engagement may be useful ways to enhance civic capacity to use such structures and tools.
a. Action Support

This phase would also provide support to citizens in many different ways so that they are able to participate better in the transformation of civic services and infrastructure provision. These would include mechanisms such as

- Development of databases of experts, good practices
- Online and face to face ‘how to do’ short courses, such as on composting, solar energy, water management etc
- Skill share workshops

b. Monitoring and Feedback

Citizens committees would be created for enabling participation and monitoring of project implementation, for both the pan-city and the area-based development aspects. A mix of ICT tools and regular face to face meetings and discussions would be used for

- Project information, timelines, budgets, made available to the public
- Benchmarks for different civic services
- Performance ratings, score cards and social audits
- Citizens’ Review meetings, Citizens Juries, for structured reflection and planning
9. Respectful, Enjoyable and Learning-oriented!

The Smart Pune process envisages citizens’ engagement, social mobilization, enhancement of ‘bridging relationships’ between diverse segments of society and the everyday practice of democracy. The design and facilitation of events and processes would be done with care so that such engagement is enjoyable, respectful, and learning-oriented for all to help our city be more sustainable.

Some examples of ICT tools that can be used for collaboration are illustrated below.

Figure 11 ICT supported tools such as the Pune City WISE (Ward Infrastructure, Services and Environment) Infobase and Index are being developed through partnerships with academic bodies and Centre for Environment Education.
Figure 12: SeeClickFix is a communications platform for citizens to report non-emergency issues, and governments to track, manage, and reply—ultimately making communities better through transparency, collaboration, and cooperation.
Focus efforts on getting the message out to the public

We need to focus on distributing the message out to the public so they understand in brief exactly what we are about. We need more remote people involved current remote voting is around 400 people. To be representative we need to increase that number. Suggest focus on Live Stream, Twitter and other communications methods.

Add new point

Essential for growth

We need to focus on distributing the message out to the public so they understand in brief exactly what we are about. We need more remote people involved current remote voting is around 400 people. To be representative we need to increase that number. Suggest focus on Live Stream, Twitter and other communications methods.

Add point against
10. **PMC’s Initiatives for Citizen Participation**

10.1 **Ward Level Consultation**

PMC is conducting ward level consultation process to involve all the stakeholder to shape up the vision for Pune Smart city. All the 15 Wards of Pune, has been doing the consultation process with Ward committee and Mohalla Committee. The agenda for the meetings has been mainly to prioritization of sector which needs immediate attentions, working on the criteria for selection of area for the Mission implementation, consultation Process (Stakeholder consultation) at various stages.

<table>
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<th>Sl</th>
<th>Date</th>
<th>Resolution No.</th>
<th>Agenda</th>
<th>Ward No./Name</th>
<th>No of people attended</th>
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<td>Aundh</td>
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<td>• Sector Prioritization while identifying the issues</td>
<td>Ghole Road</td>
<td>07</td>
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<td>• Criteria for selection of area for the Mission implementation</td>
<td>Kothrud-Karve Road</td>
<td>51</td>
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<td></td>
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<td>• Consultation Process (Stakeholder consultation) at various stages</td>
<td>Warje-Karvenagar</td>
<td>47</td>
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<td>• Details of Proceedings, Snaps, resolution Copy &amp; attendance sheets are attached in separate volume.</td>
<td>Dholepatil Road</td>
<td>35</td>
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<td>2</td>
<td>09/07/2015</td>
<td>02</td>
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<td>Nagar Road (Vadgaon Sheri)</td>
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<td>Sangamwadi</td>
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<td>Bhawani peth</td>
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<td>Kasbu-Vishrambhang</td>
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<td>Tilak Road</td>
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<td>09/07/2015</td>
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<td>Sahakarnagar</td>
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<td>09/07/2015</td>
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<td>9</td>
<td>08/07/2015</td>
<td>05/02 (Prabhag Samiti) 04/2015 (Mohalla Samiti)</td>
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10.2 Inputs from MP’s, MLA’s, ML’s & Nagar Sevak’s

Pune Municipal Commissioner has also written to all H’ble Public representatives for their valuable inputs. In response MP’s, MLA’s, Nagar Sevak’s have given valuable suggestions & recommendations regarding the future of Pune as a Smart City.

10.3 “Maza Swapna, Smart Pune” Online Contest

“Maza Swapna, Smart Pune” is an effort to be in touch with what Pune’s citizens feel about development priorities and also their ideas for a Smart Pune. The contest was launched on 14th July 2015. Citizens were invited to come and participate in the Best Smart City Idea competition and share their views on how they and the PMC could make Pune a better and smarter city.

The contest was publicized through media conferences and also through mobile phone messages, newspapers and local radio channels. Citizens have shown huge excitement about being part of their city’s transformation and in the contest period, there have been 535310 hits to the contest page, and 6251 have participated in the survey.

The Pune Smart City Contest was only for 7 days i.e., from 14th to 20th July 2015, but PMC has requested the Citizen’s to give their valuable suggestions and smart ideas via e-mail (punesmartcity.gmail.com) or by post.
10.4 NGO’s & Sector Expert’s Consultation Meeting

A meeting of different NGOs and experts in different sectors was arranged at PMC on 8 July 2015, with following agenda:

1. Discussion on prioritization of the sector as per the City need
2. Discussion on theme/Model (Retrofitting, Redevelopment and Greenfield) that can be adopted for Pune City.
3. Discussion on way forward for citizen participation.

A number of suggestions have been received from this meeting and through written inputs from the participants. These have a combination of tools and processes for information access, information contribution, analysis of information and collaboration.

10.5 Workshop on Smart Cities Mission at YASHADA

PMC has organized a workshop for all the Corporators/Nagar Sevak and all PMC officials etc under the chairmanship of H’ble Mayor – Pune City; on 20th July 2015 at YASHADA, to give a brief of National Missions- Smart Cities and AMRUT launched by Government of India. Also dignities’ viz., Deputy Mayor, Standing Committee Chairman, Leader of Opposition, Leader of House, All party Leaders, Nagar Sevak and Municipal Commissioner, Addl. Municipal Commissioner (Estate & Special) and Technical Expert – Smart City (GoI, MoUD) were present and gave their valuable suggestions.
Pune Municipal Corporation

PMC Building, Near Mangla Theatre,
Shivajinagar, Pune - 411 005.
Phone : 020 - 25501000, 25501130
Email : info@punecorporation.org, punesmartcity@gmail.com

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Pune Towards Smart City

Challenge Stage 1

Citizen Participation

Volume - IV

Pune Municipal Corporation
e-Governance, to serve citizens better.