

# RTI: RAISE THE ISSUE



“Cities have the capability of providing something for everybody, only because, and only when, they are created by everybody.”

– Jane Jacobs, *The Death and Life of Great American Cities*

**1. OBJECTIVE:** I want to explore how technology i.e. internet, GPS, Smartphone's, Web Applications, Sensors, can be use to raise, map & solve the area wise common issues of the urban life by propagating "*Participatory Urbanism*".

**P**articipatory Urbanism: is using citizens as the "actor" for taking part in actions and decisions which can improve quality of urban life.

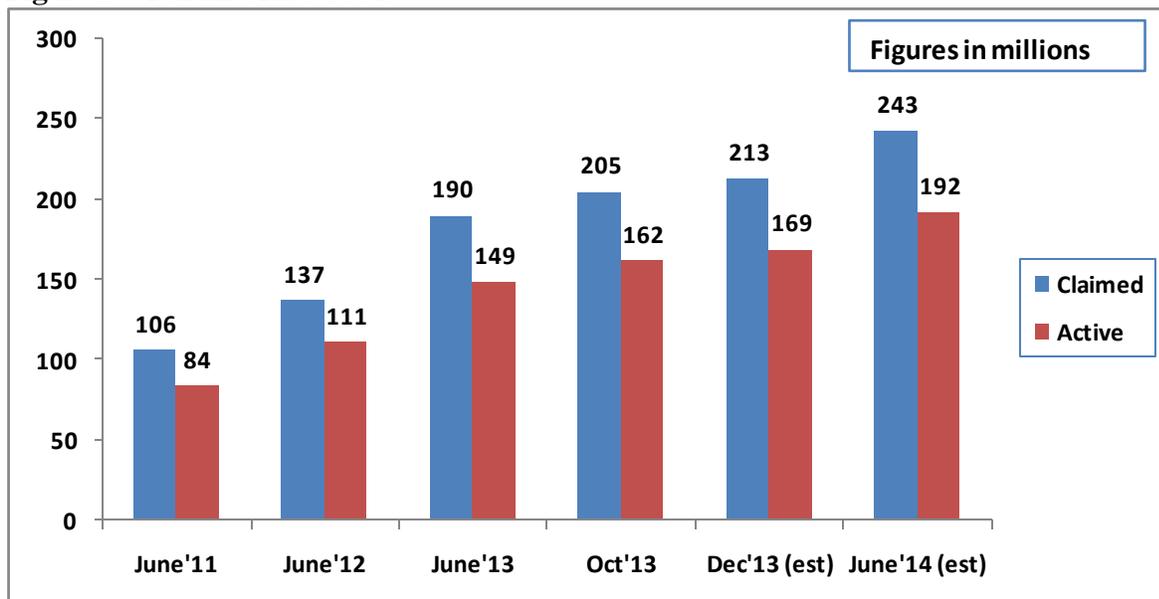
### Why Participatory Urbanism???

India population is 1.2 billion+ and 52% population are below 25 years which shows that more than half of the population consist of **people who are more enthusiastic about technology** [1].

Here are some of the major findings of the I-Cube 2013 report, released by the Internet and Mobile Association of India (IAMAI) and IMRB International.

The internet user in India has reached 203 million users in October with growth rate of 40% over last year. It is estimated that in June 2014 the number will be around 243 million and at this point India will overtake the US as the second largest Internet user in the world. China currently leads with more than 300 million internet users while the US has estimated 207 million internet users.

**Fig 1: Overall Internet Users**

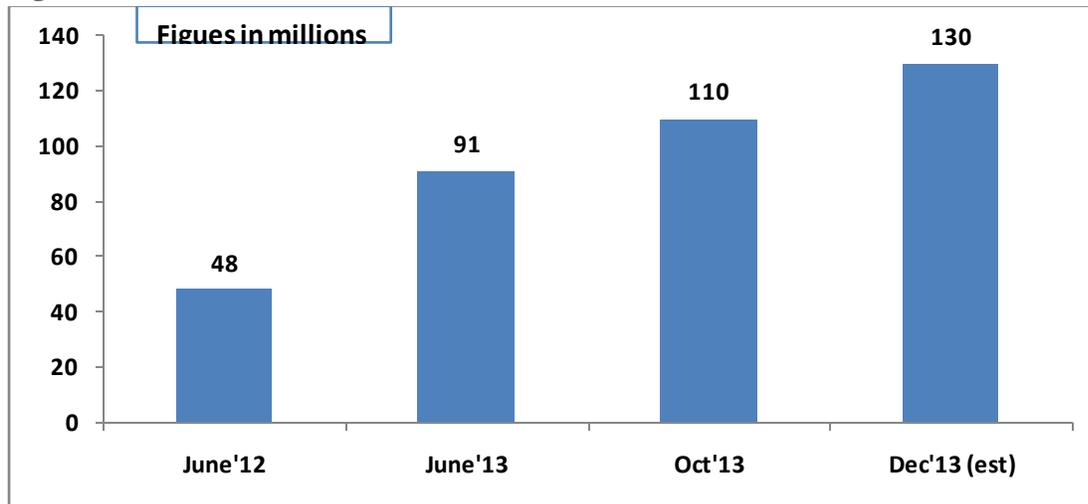


**Source: IAMAI-IMRB I-cube estimates**

According to the report, the number of mobile internet users has increased from 110 million users in October 2013 to 130 million in December 2013.

The urban India contributes major in this. In June, there were 91 Million users accessing the Internet on mobile devices, with 70.2 million users in urban area. This number increased to 85 million in October and is estimated grow by 47% and reach 103 Million by December 2013.

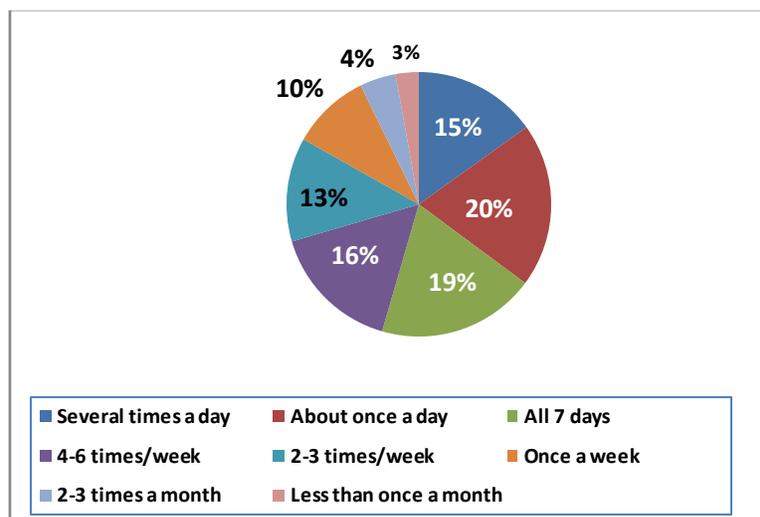
**Fig 2: Mobile Internet Users**



**Source: IAMAI-IMRB I-cube estimates**

The report further states that more than 50% of the urban internet users access Internet daily. However, this high frequency usage is not restricted to only the youth and the Working Men; this habit of accessing the Internet daily is seen among other demographic segments as well, including Older Men and Non-Working Women.

**Fig 3: Frequency of Access in Urban India**



**Source: IAMAI-IMRB I-cube estimates**

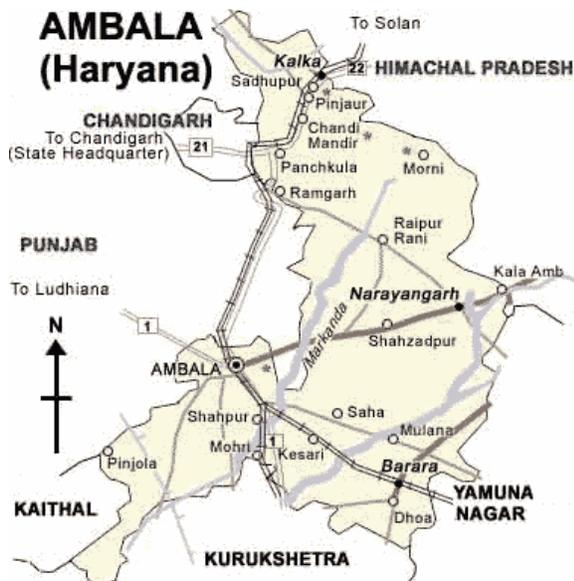
According to **Mr. Rajan Anandan, Chairman, IAMAI**, said, *"The Internet in India took more than a decade to move from 10 million to 100 million and only 3 years from 100 to 200 million. From here on, we can hope to develop a robust Internet ecosystem with a multitude of local and global players and a thriving Internet economy. Internet is now, clearly, mainstream in India"*.

All these findings support that we are heading towards era of technological revolution and it is necessity of time to use the technology as the savior tool for cities.

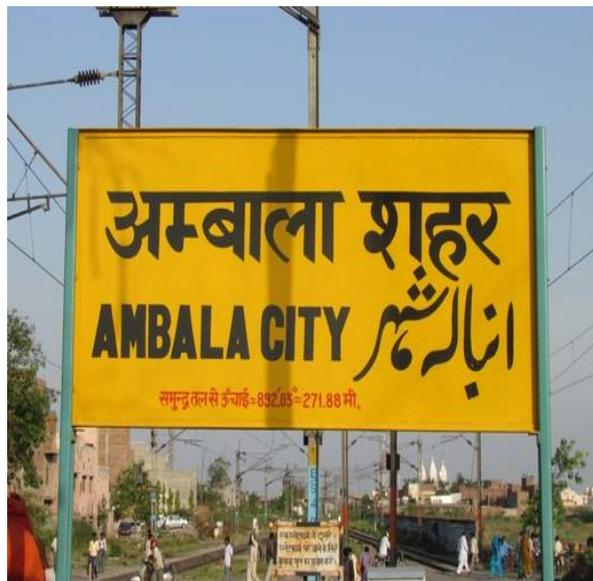
**2. WHAT:** I have learned that **citizen are the greatest asset** of the country or the city. Together they can make their city a place like a “dream place”. What required is an efficient & constructive use of this asset.

**3. WHERE:** Ambala Located near Chandigarh, has two sub areas Ambala City & Ambala Cantt known as “Twin City “. Ambala is a hub of Cloth Market. The cloth market in Ambala is regarded as asia’s largest cloth market. Ambala is known as *city of scientific instruments*. It is a major scientific products market and is a hub for products like glass apparatus, microscopes, laboratory equipment etc. Ambala constitutes nearly 34% of the total production of scientific instruments produced in India.

(Source : Wikipedia)



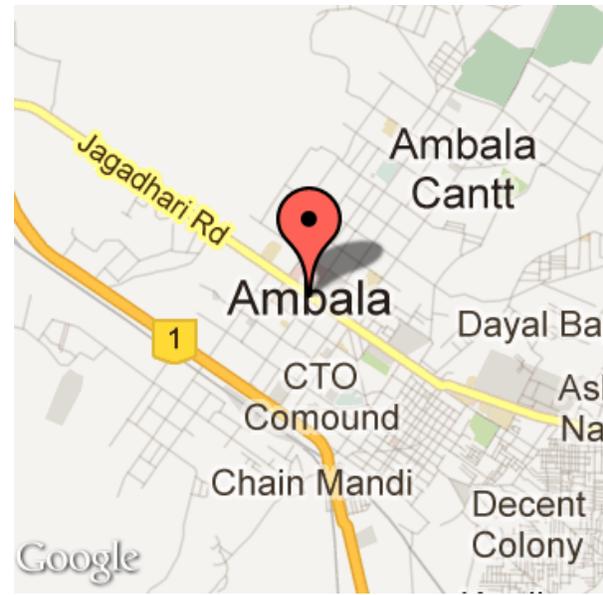
(A)



(B)



(C)



(D)

**4. WHO:** I have interviewed local citizens and inspected few areas and analyzed some key points.

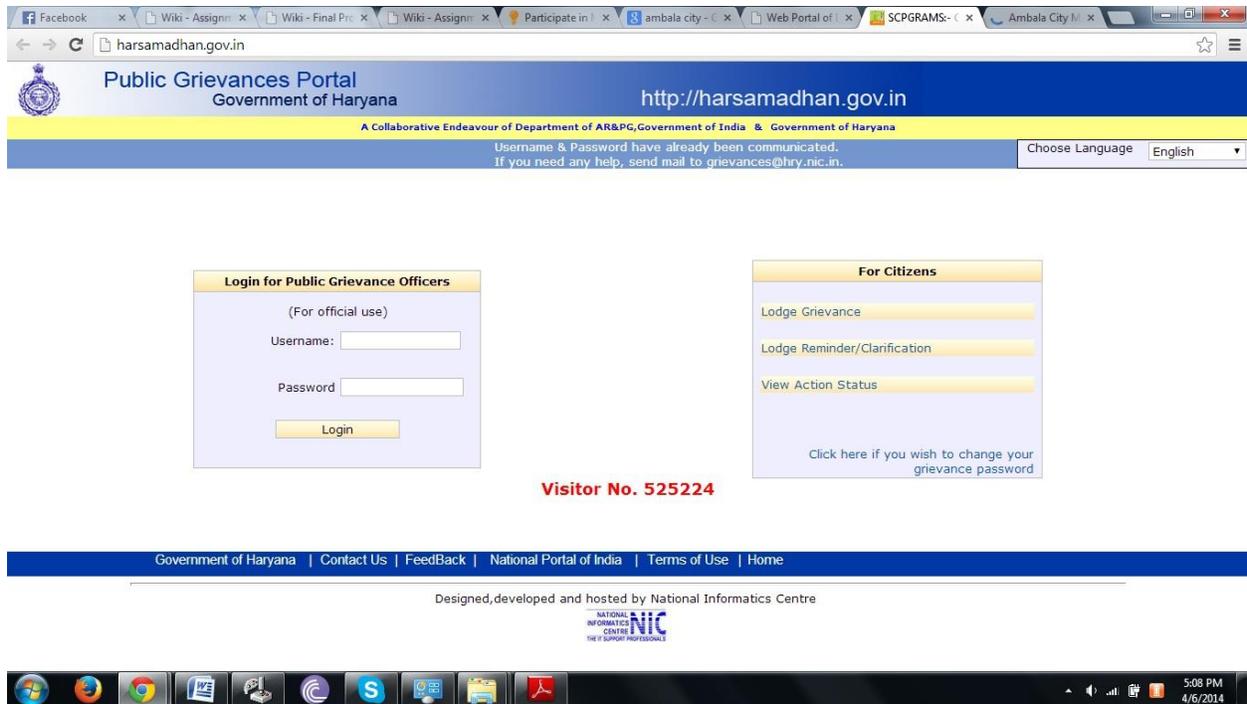
1) **Local citizens is not having trust on city officials** for solving their problems & City officials never communicates with citizens before starting any maintenance activity ; they work as per higher authorities order. This signifies there is **“LACK OF COMMUNICATION”** between citizens & city officials which is affecting city growth.

2) For sharing their problems with city officials the **citizen prefer to write letter to the city officials signed by the area people.** The major problem with this mechanism is the response time is very large which **creates frustration & lack of trust among citizens.**

3) Recently My city has launched a web portal **“HARSAMADHAN”** which means **“Solution for every Problem”** which is aimed to listen grievances of public online. Although this encourages people to communicate with the city authorities but most of the people are unaware of this facility. Moreover it does not map the urban issues collectively as it aim to ask every citizen their problem personally. Hence it does not **necessarily contribute city growth or help in decision making processes** or we can say can't help in mapping urban issues collectively.

4) As I assumed that **every area has its own problem priorities** after interviewing the local citizens I have analyzed that this assumption seems to be very true.

Through this I have learned that if we map urban issues collectively over areas **this will improve city official's decision making & will help in gaining trust by filling communication gap between citizens and officials.**



**Fig 4: Hamrsamadhan Website**

**5. HOW:** The project is completed in several phases explained below:-

**Phase 1: Analyzing City Areas**

[http://www.ulbhry.org/announcement/notification/Ward%20and%20notification%20-%20Ambala%20\\_Eng.pdf](http://www.ulbhry.org/announcement/notification/Ward%20and%20notification%20-%20Ambala%20_Eng.pdf)

According to above report the whole city is divided in to 20 constituencies or wards and for every ward we have one representative. This division can be use for mapping ward wise problems in an open environment and enhance better community engagement.

This will help in analyzing city problems in an efficient manner.

**Phase 2: Analyzing City Major Issues**

According to official reports I have studied and analyzation of different wards I have categorized the urban issues accordingly.

**1) WATER:** Water availability & quality is a major issue in most of the areas, pipeline leakage, Water Scarcity, Non availability of water on proper timings, Adulterated Water or any other water related issue.

**2) ELECTRICITY:** Issues with the transformer, Congested Lines, Poles, Meters, Billing Problem, cut offs.

**3) SEWERAGE:** Issues with block sewerage, Cleanliness, Leakage.

**4) SOLID WASTE DISPOSAL:** Municipal not picking up full bins, non availability of bins, Wrong Disposal of solid waste.

**5) TRAFFIC CONGESTION:** Area suffers from regular traffic jams, congestion Traffic Maintenance.

**6) TRANSPORTATION:** Areas whose people suffer from non availability of public transport, main reason is they are far away from main city & women suffers a lot due to this.

**7) EDUCATION:** Many areas suffer from poor education services. According to me there should be easily accessible education centre as they are also accessed by nearby remote areas. Non-availability of staff is also a major issue.

**8) SECURITY:** There are many areas in the city such as gold market or cloth market which can be marked as highly sensitive as they suffer frequent crime reports. E-surveillance, secret security can be provided once issue is mapped.

**9) ROAD MAINTENANCE:** Several areas suffer from poor road quality & there are many areas that don't have but they are getting the maintenance facility and areas which required most are suffering.

**10) HEALTHCARE FACILITIES:** This is very important issue as non availability of healthcare facilities risks life of the people, non availability of staff, medicines. These issues can be raised which will improve, medical facility in the area.

**11) REQUIRED MAINTENANCE:** Area required maintenance activities such as street lights, parks, public spaces, street animals issue.

**12) REPORTING OLD BUILDING OR DANGER:** Any building which might be in danger of getting collapse or requires rehabilitation or danger from flood or any circumstances.

**13) REPORTING SLUMS:** There are many areas having slums which are not bothered by city officials also people in slums mainly does not participate in such kind of activities so we can report that slum need to be attended by them.

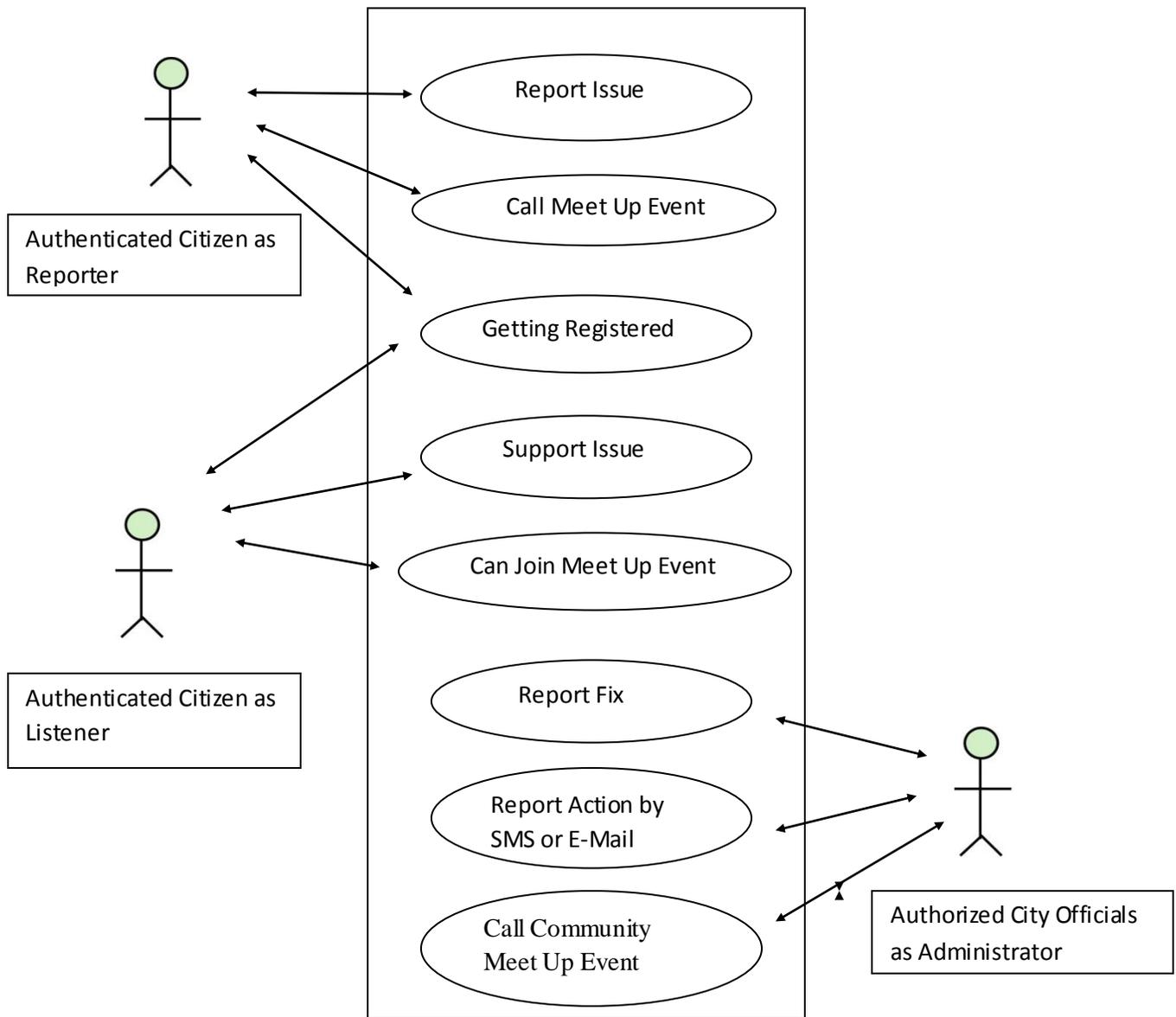
**14) REQUIREMENT OF NEW FACILITY :** Area require some kind of facility such as market , shops , computer facility center , ATM or any facility they want in their ward.

**15) REPORT AN ISSUE:** Any Issue ward want to rise so that people notice their problem & to find solution such as adulteration, eve teasing or any other.

**17) CORRUPTION:** Corruption is a major issue in developing countries & we can solve this through citizen participation also. We can encourage people to map & tag the government office

in which they suffer corruption. This will rank the government departments and affects the reputation of the department as they are openly tag. If pressure increases then it might be possible strict action might be taken to save department reputation & we might get some good results. Foe ex. 100 people reported X department as most corrupted then it might be possible the higher or Vigilance authorities for taking action to save the reputation of department in public.

**Phase 3: Design**

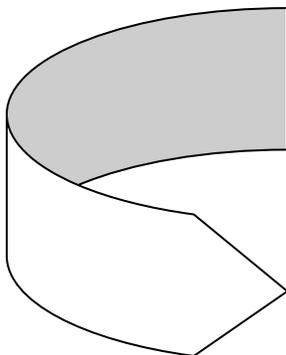
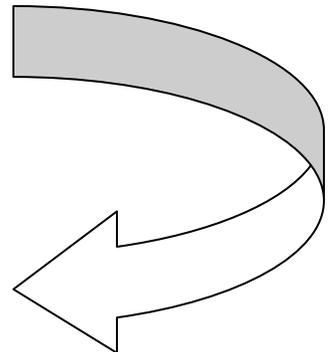


**Fig 5: Use Case Diagram**

**Fig 6: Communication Scenario between Citizen and City Officials**

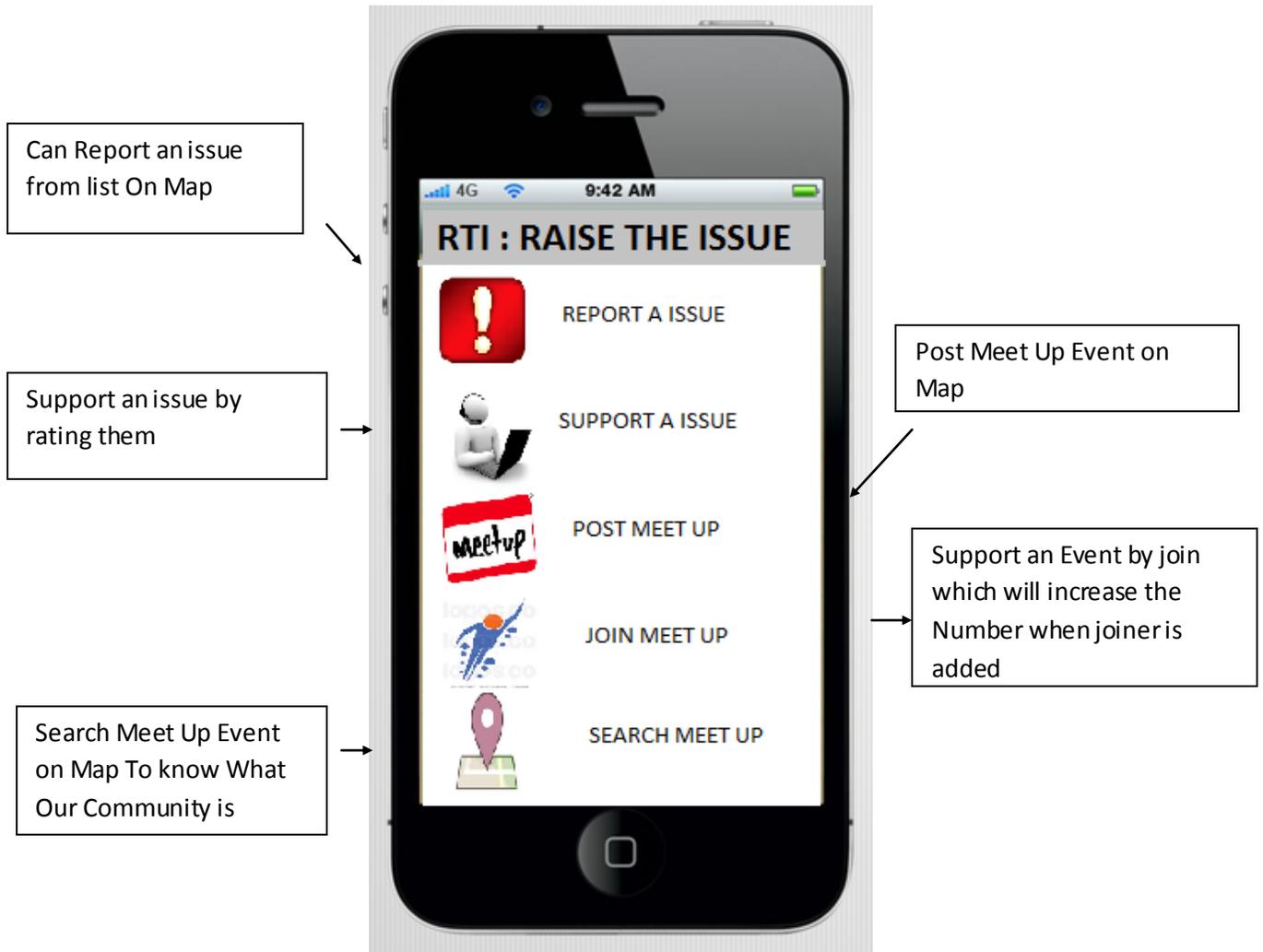


CITIZENS



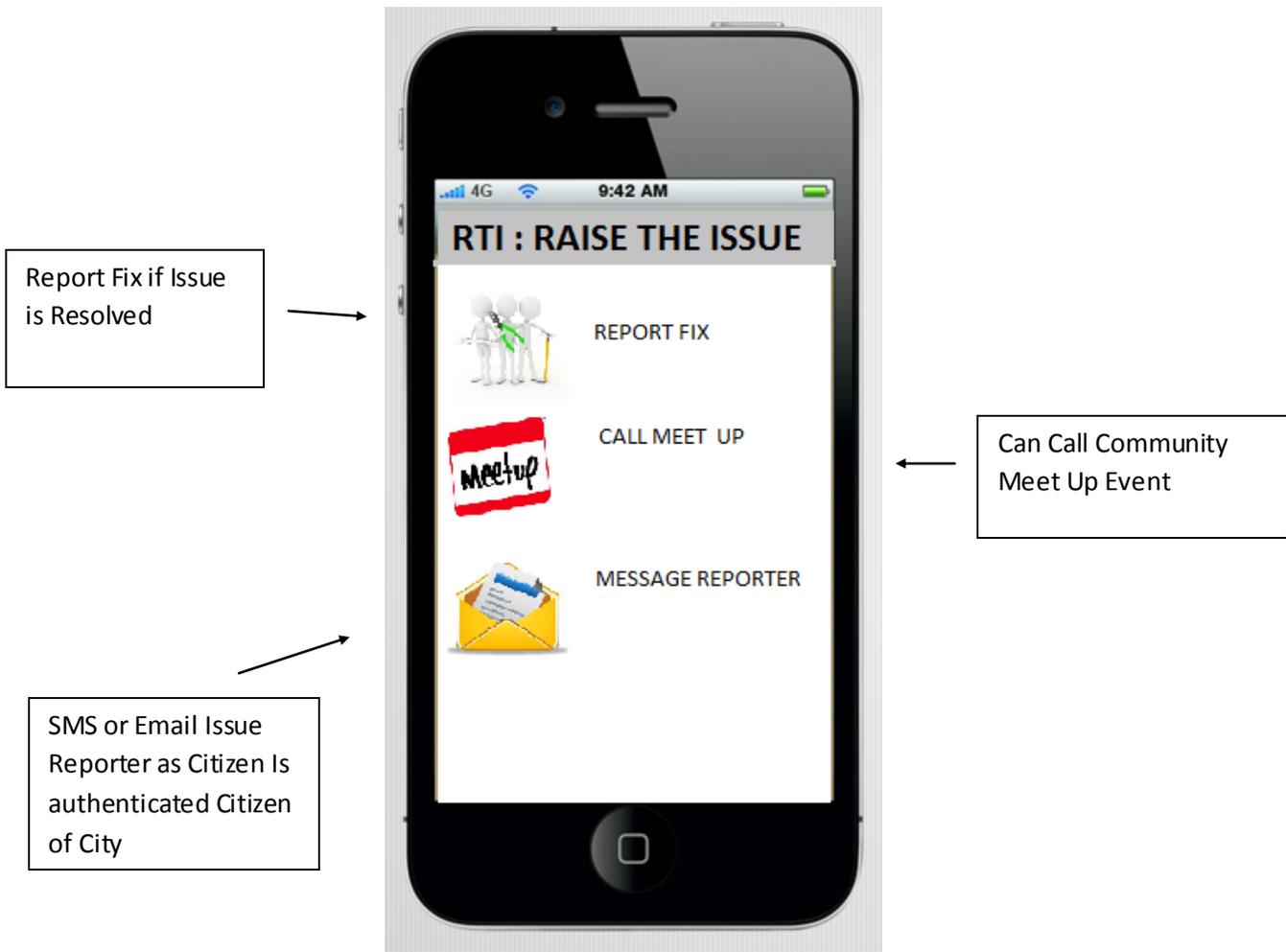
CITY OFFICIALS

**Fig 7: Citizen as the Actor**



- Citizens can Post the issue by locating the location on the map.
- Citizens can support the issue by rating them accordingly.
- Citizen can call a Meet Up Event to discuss their constituency problems.
- Citizen can join a Meet Up event to ensure that they will come to join.
- Citizen can search events by searching location on Map.

**Fig 8: City Official as Actor**



- City officials are the city authorized users.
- They can report fix to the issue.
- They can communicate directly with the issue reporter regarding solution or any other information.
- They can call Community Meet up Event to discuss various Issues and problems related to Energy Management, No Use of Polythene, Use of Renewable Resources, Maintaining City or different kind of activities in which they wish to engage citizens with them.

**Fig: 9 How This Information is Useful**



This is just an example how we can use this information in the decision processes. From above Figure example we can clearly say that water problem is a major issue in the city and should be collectively solve in the following wards. There is major requirement of traffic Officers in the Ward 7, 18. This will also save the city funds as they are used efficiently & wisely as the priority of issues. Also issues are solved step by step with equal distribution. There will be no discrimination on basis of areas. Approach like this can save money, time, and will create trust relation between citizen & city officials. **Sensors, Videography e- surveillance tools will be used efficiently when issues are traced in a correct manner.** Hence, provides a better growth of a city & a better life in a city.

## 6. Challenges in the Project

### Challenge 1: Will citizens access services like this..??

**Solution 1:** Motivating Citizens: There is need to motivate citizen to actively take part in such events hence there is need to promote such applications so that citizens get to know about facilities like this.

### Challenge 2: How to motivate such people who do not use technology or do not own Smart Phone's??

**Solution:** We can use & deploy “**Computer Centers**” as the Kiosk for guiding and helping people to participate and report their issue & also take part in city events.

## **7. FINAL PRODUCT:** Is the document written & Application Designed

### **CONCLUSION**

The city which is transparent & provide good communication with its citizen is capable for providing a good, qualitative life & ensure better growth of city & citizens. Application & Services which can provide such communication will act as the savior tool for the cities. Also the technical revolution is the biggest plus point in initializing such projects.

### **REFERENCES**

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- [3] [http://4.bp.blogspot.com/-Ye8\\_Evc6x2c/TcniO9tgXjI/AAAAAAAAADs/dvqjsdMF2R8/s1600/ambala-city-r-station.jpg](http://4.bp.blogspot.com/-Ye8_Evc6x2c/TcniO9tgXjI/AAAAAAAAADs/dvqjsdMF2R8/s1600/ambala-city-r-station.jpg)
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- [6] <http://www.ambala.gov.in/>