



Analysis and Action for Sustainable Development of Hyderabad

Hyderabad as a Megacity of Tomorrow: Sustainable Urban Food and Health Security and Environmental Resource Management

Project funded by Federal Ministry of Education and Research (BMBF), Germany:
"Research for the Sustainable Development of the Megacities of Tomorrow"

**WEB-BASED INFORMATION TOOLS
AND COMMUNICATION AND
PARTICIPATION STRATEGIES
HANS-LIUDGER DIENEL, ANGELA JAIN, NICO
DE ABREU, KRISTIN NICOLAUS, CHELIKANI
RAO AND RAJESH KOTA
Research Report 7**

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Research Reports are outcomes of the Pilot Projects implemented jointly in Hyderabad by the Pilot Project Groups of the Megacity Project of Hyderabad. These reports for analysis and action focus on *knowledge generation and application* as well as on *institutions and governance structures* concerning the core issues of poverty, food, nutrition, health, transport, environment and resource degradation. This has been possible through joint research efforts, involving institutions of urban governance, integration of organisations of civil society in communication, participation, co-operation and network linking. Views and opinions expressed in the reports do not necessarily represent those of the Project Consortium.

Web-based Information Tools and Communication and Participation Strategies

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Abstract

The report summarizes the activities and the action-oriented research work of Pilot Project 4 (PP4) "Web-based Information Tools and Communication and Participation Strategies". Research objectives were divided in two areas: a) communication issues, namely the development of a Project-Homepage with interactive elements (<http://www.sustainable-hyderabad.in/>) and two documentary films and b) participation issues, namely citizens participation in India as a whole and in Hyderabad in particular. PP4 aims at exploring and evaluating the applicability and appropriateness of scientifically grounded communication and participation methods for use in a megacity like Hyderabad. In the course of the Pilot Project, different research methods were applied: literature studies (desk research), qualitative research methods (interviews, roundtable discussions, case studies) and the action-oriented and explorative performance of some first interventions.

India, and especially Hyderabad, shows remarkable affinity with and competences in the field of Information and Communication Technology (ICT), where a special focus within the Project lies. Furthermore as the Tarnaka Ward is an outstanding example for citizen's engagement in regard to taking over social responsibility and in order to improve participative urban planning as well as governance structures, there has been close collaboration with the Tarnaka Residents Welfare Association. The Tarnaka resident's communicative and participative activities have been observed, assessed and improved in a joint endeavor between the Megacities Project and the Standing Committee of the Tarnaka Residents Welfare Association (SCOTRWA); thus this outstanding Ward serves as a Case Study for PP4 to obtain a deeper insight about the complex issue of participation in India/ Hyderabad, a masters thesis was written within PP4's research process, for instance describing the relevant actors for participative planning of water issues in Hyderabad and analysing road blocks on the way toward participation.

In the end, the results and findings of PP4 as well as the experimentally implemented Web Tools needed to be drawn together into a consistent Communication and Participation Strategy which can help the overall project activities and even thematically connected planning processes in Hyderabad to find broadly accepted solutions in consensus with all concerned actors and stakeholders.

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Foreword

Information, communication and participation are fundamental challenges for a project which wants to do research for “Megacities of Tomorrow”. As we explored and experienced during our visits in Hyderabad and heard through our Indian project partners, lack of transparent information, equitable communication between all groups of citizens, stakeholders and decision makers as well as real participation is a main cause for political distrust and reluctance towards playing an active role in society. The good news, on the other hand side is, that a great number of politicians, planners and other decision makers believe that there has to be at least a minimum of citizen’s participation to make efforts towards sustainable development in Hyderabad a success.

Originally, the challenges of the Pilot Project Study at hand were described as being to develop communication strategies, support the processing of information and organize stakeholder dialogues. This meant in the first instance to set up a web-based interactive information system. But, because communication and participation are hardly to be dealt with separately, the organization of citizen’s participation was seen as an additional and important task not only for the project as a whole but especially for this Pilot Project (PP4).

Therefore, this Pilot Project sees itself in the role of a processor of information, a mediator between different interest-groups and, most of all, an observer and researcher who learns about existing information and communication channels and participation methods that are, on the one hand, officially existing and, on the other hand, are already successfully working under different conditions. So we learned – for example – that film is an excellent medium to initiate communicative processes with almost every social class in India. And we also discovered that – besides much frustration and distrust amongst the lower classes against politicians and planners – there is a group of people in the Tarnaka Ward who want to make their surrounding more liveable, sustainable and socially just; for that they are willing to make their ward a field for experiments in participation and social engagement.

1 Introduction: Subject and Objectives of the Pilot Project

The several elements of the pilot project were designed as preparation activities in order to fulfil the objectives of the following Work Packages in the main phase of the project:

- Work Package 6: Communication Strategies, Processing of Information and Organisation of Stakeholder Dialogues
- Work Package 7: Cooperation Strategies, Initiatives of Participation and the Gender Dimension of Sustainability

Therefore, its main activities were primarily divided into two areas, namely that of communication issues and citizen's participation issues. In most cases, it was found that communication and participation belong together and, therefore, are parallel issues. In the course of the pre-phase nexus explored, developed and deployed the following multimedia tools and instruments as well as participatory implements:

- An interactive, multimedia information system to enable and support communication between project partners as well as with relevant Indian partners and other interested organisations and persons. It is based on the homepage (<http://www.sustainable-hyderabad.in/>) and gives access to information about the project for citizens, planners, decision makers and persons otherwise concerned.
- Two documentary films on the problem areas: "Traffic" and "Musi River". Films are an appropriate instrument to present the issues of the project to citizens and decision makers alike. Furthermore, they are especially applicable to motivate citizens towards getting involved in forming and defining governance processes by way of political participation.
- Literature Studies as well as qualitative research activities (interviews, group discussions) on communication and participation tools and Methods in India/ Hyderabad, focussing on the Tarnaka District (Ward). The Tarnaka Ward is an outstanding example for citizen's engagement in regard to taking over social responsibility in order to improve participative urban planning as well as governance structures. To obtain a deeper insight about the complex issue of participation, a masters thesis was written within the Pilot Projects research process.

1.1 Communication Issues

The main purpose of the Work Package “Communication Strategies” (WP6) is to develop a consistent communication concept, which includes the processing of information as well as the organisation of stakeholder Dialogues.

During the pre-qualifying phase (07/2005 – 09/2007) the focus has been on developing the basic structure for the communication strategy which will be implemented step-by-step during the main phase. To get some first results within the first two years, an information system has been developed and national as well as international workshops have been organized. (For the Workshops, see RESS, Project-Coordination).

Intelligent use of tools for information and communication has been crucial for the feasibility and effectiveness of the activities in the pre-qualifying phase. Such tools have been provided by establishing an internet-based information and knowledge management system. It was implemented to assist communication among the partners of the research group, the primary stakeholders and other interested persons or groups. As the frequent responses show, the website is already quite well known amongst interested citizens and groups in Hyderabad.

The actual state of the information and knowledge management system is described below. The system was developed in collaboration with the project partners and has been accessible to them throughout the pre-qualifying phase.

1.2 Participation Issues

In the course of the pre-phase, nexus explored the status quo of citizen participation in Hyderabad and beyond (from other cases in India).

At the workshops in Hyderabad, all groups involved (citizens, planners, politicians) strongly emphasized the importance of citizen participation in development and democratic processes. However, Hyderabad’s urban development moves forward at an extremely rapid pace and involves so many separate issues that it often happens without sufficient control, let alone guidance. It is, therefore, very difficult to implement long-term participation processes.

Nevertheless, sustainable urban development crucially depends on involving “the poorest of the poor” in these processes, as it must secure their living conditions in the long term. Participation is also a necessary and powerful instrument to prevent purely economic interests from dominating the development of the megacity and its society and exploiting or even destroying the environment.

To get obtain insight concerning the main problem-areas (regarding the subject of the whole project), a Future Workshop was organized by nexus during the International Workshop in March 2006. All relevant stakeholders (citizens, NGOs, politicians and administrative planers) were invited to participate. The results showed every Pilot Project group the way towards locating the fields on which to set the main foci of research in the future. And even this first participative Process showed how important close cooperation and, especially, the involvement of the lower classes is.

2 Conceptual and Analytical Framework

Communication and participation cannot exist without a subject to communicate and a concrete process to participate in. Therefore, the Pilot Project “Communication and Participation” (PP4) collaborated closely with the Pilot Projects “Traffic and Transport” (PP6) and “Rural-Urban Linkages” (PP7).

Furthermore, PP4 aims at exploring and evaluating the applicability and appropriateness of scientifically grounded communication and participation methods for use in a megacity like Hyderabad. As the aspects of exploring and testing are crucial for evaluating whether these methods are applicable there, the pilot project is activity-oriented rather than methodology-oriented.

2.1 Communication Concept

When creating a communication concept that is to go further than simply supplying information, but rather wants to create active feedback instead, the following criteria have to be considered (Saraswati Kavula 2005):

- communication methods need to be tailor-made for the target audience,
- the target audience and their capacity to understand a subject have to be identified,
- subject and content of the discussion have to be related to the environment of the audience.

There are various methods to reach different kinds of audiences. Beyond the internet platform, the aimed at communication strategy had to take into account audio-visual elements as well as organized discussions and workshops.

Regarding these points, on the one hand, the “Communication Team” understands itself as a kind of service organization for the other project partners, to support them in their communication processes and efforts to raise public awareness concerning the problems of sustainability and jointly finding solutions. On the other hand, it is doing research on the matter itself: investigating forms of communication and – in close collaboration with our Indian partners – assessing them as to whether they are suitable for Megacities like Hyderabad. Furthermore, these methods and tools of communication are being experimentally implemented, considering the differences between the involved target groups.

2.1.1 *Web-based Information System*

The web-based interactive information system was created in order to enable information-sharing between a) the German project partners and b) Indian and German experts and other interested parties. Interactive elements will be enhanced in the main phase of the project so as to become a means of active participation for interested Megacitizens. The interactive information system has been and will be a “work in progress” and a test as to which ICT tools will be useful for achieving the project’s objectives and as to how far they will be accepted by Hyderabad citizens, stakeholders and project partners.

The external homepage (<http://www.sustainable-hyderabad.in/>), as the main part of the information system for the first section, pre-project phase, ensures an appropriate outward appearance for the project (see section 7.1.1). There is, furthermore, an internal platform which provides space for the exchange of project results and project-relevant documents as well as for interdisciplinary discussion.

2.1.2 *Documentary Films as Incentives for Participatory Discussions*

An effective form of visualising the themes and goals of the project, documentary films also serve well as incentives towards lively discussions among residents, or basically anyone, involved. The pilot project has commissioned two documentary films (“Traffic” and “Musli River”) with two primary aims:

- 1) To help the German project partners and their associates and affiliates understand what is going on in Hyderabad. With the kind support of Hyderabad’s experts, the filmmaker Saraswati Kavula, created an impressive overview of the current situation that could not be matched with textual explanations (see 7.1.2).

- 2) Beyond visualising the current state of thing, film is also an emotional medium, which helps, especially with an Indian audience, to create interest, sensitivity and a fruitful basis for lively discussions.

The documentary films created on behalf of the pilot project on communication and participation combine emotional, subjective impressions with facts and various contributions of experts (e.g. interviews) in the field as well as people from the street. Thus, all relevant parties have had their say and can actively participate in subsequent discussions on the topics.

2.2 Participation Concepts

2.2.1 Literature Review

There are a number of scientific publications on citizen participation and good governance in India¹. A very good introduction (in German) to India's society and the development of the Indian State since its Independence in 1947 can be found in ,Konfigurationen der Moderne – Diskurse zu Indien'², with articles on *Multiple Modernities*, Civil Society in India , communities as political actors and the conglomeration of these communities into a nation the reader is guided through reflections and debates of Indian sociologists and gets a good overview of issues and research questions concerning modern India.

The majority of scientific literature dealing with participation and its methods and tools uses case studies to show actual difficulties and problems and to suggest regional or local solutions. Most of these case studies show that it is almost impossible to find concepts that would work cross- regionally, or on the level of the whole subcontinent, let alone that they might be generally suitable or applicable. Different cultural, religious and climatic conditions all over the country absolutely require local solutions.

Looking at participation in India always means taking a stand regarding a principal methodology in the fields of societal and cultural research. Based on empirical studies, Shalini Randeria describes a "[...] cosmopolitan approach towards Civil Society [...]"³, which distances itself from eurocentrism and seeks an Indian modernism and a specifically Indian definition of Civil Society. She explains that Civil Society changes its borders according to the respective political and social theory. *"Instead of regarding Civil Society as a unique European achievement (Gellner 1994, Hall 1995) and using this as a measure for the difference between Europe and non-European societies or for their underdevelopment, it would be more appropriate to understand the field of Civil Society and the relevant modes of action as being subject to continuous change – inside as well as outside Europe."*⁴

A series of exemplary definitions of Civil Society from European eyes (Hegel, Gramsci, Marx, Foucault) have been analysed, followed by discussions of Indian sociologists (Rajini Kothari, André Béteille, Dipankar Gupta, Partha Chatterjee, and others). Following this, it seems to be necessary to extend the concept of Civil Society for India in a way that allows integrating caste councils and caste associations as these institutions – despite their particular

¹ Nexus compiled an annotated Bibliography which is accessible via the website www.sustainable-hyderabad.in or can be requested directly from nexus GmbH, Berlin.

² Randeira/ Fuchs/ Linkenbach (2004)

³ Randeria, Shalini (2004), p. 156.

⁴ Randeria, Shalini (2004), p. 158 (refers to Hall, John A. (1995) Gellner, Ernest (1994)

ascribed relations – represent an area of civic engagement and participatory decision-making and form a forum for solidarity and a civic culture of discussion and debate.⁵

In conclusion, the objective of this work package was and is to integrate methods of participation and communication in the local context.⁶ As early as 1984, HUDA found in a study on „Conservation of Historical Buildings and Areas in Hyderabad City“ that *„The success of urban conservation [and with that also other urban planning processes – the author] will [...] largely depend on the extent of public support received [...]“*. The author of this study, S. P. Shorey first explains the applied methods of citizen participation (e.g. publishing newspaper articles on the issues) and why these were not always successful. Then he mentions and describes a number of examples for extending participation processes, such as making exhibitions on the topic, discussing it in school classes and presenting exemplary projects there. He also explains how some organizations offer to support relevant topics over a longer period, e.g. by acquiring new members.⁷ HUDA's Masterplan 2010 underlines the necessity of civic engagement for the realization of planned projects.⁸

Following these popular examples participatory processes are theoretically established but still not easily realized due to political conditions⁹ and especially not sufficiently used: *„[...] further progress of democratic practice in India must crucially depend on enriching the participatory processes. [...] Much will depend on the possibility of enhancing public participation more widely.“*¹⁰

In 2002 Michael Pimbert and Tom Wakeford published a report on a project which used participatory methods in a political decision-making process in Andhra Pradesh: *PRAJATEERPU – A Citizens Jury / Scenario Workshop on Food and Farming Futures of*

⁵ Randeria, Shalini (2004), p. 166.

⁶ This idea follows the „neo-traditionist“ approach (coined by Ashis Nandy), which does not utterly depreciate modern structures and concepts, but demands their integration in the local context. (Cf.: Randeria, Shalini/ Fuchs, Martin/ Linkenbach, Antje (Hg.): *Konfigurationen zur Moderne. Diskurse zu Indien, Soziale Welt, Sonderband 15, Baden-Baden: Nomos*)

⁷ INTACH (Indian Trust for Art and Cultural Heritage), for instance, acquired a great number of members with the help of newspapers which have helped to support plenty of projects all over India.

⁸ Cf. HUDA Masterplan 2010, p. 8.

⁹ Randeria (2003 and 2007) explains in her articles that transnational jurisdiction (‘Transnationalisierung des Rechts’) can lead to a loss of transparency. Giving parts of the state's sovereignty to sponsor organizations would lead to a „Democracy without choices“.

¹⁰ Drèze, Jean/ Sen, Amartya (2002), p. 379.

Andhra Pradesh.¹¹ Not surprisingly, also in India participatory processes are being abused by groups that labour against democracy. In her book „Partizipation und die Politik der Gewalt: Hindunationalismus und Demokratie in Indien“ Julia Eckert describes the structure of action of Shiv Sena (‘Army of Shiva’) of the nationalist political party, which is active primarily in Maharashtra, especially in and around Mumbai. Particularly deprived people are taking part in the programmes of Shiv Sena, which promise “community”, “deliverance” and participation in the political power. Shiv Sena is organized through neighbourhood- and local associations which offer social services like ambulance, water supply or infrastructure improvements. The book explains methods of the party such as antagonism as part of the program, violence as ideology and method.¹² It shows limitations and difficulties of participation and its methods within a society of people with various financial and cultural backgrounds. Such developments make the further development and adaptation of participatory methods and tools to local contexts even more important. Particularly in the areas of social equality, economic efficiency, ecological balance and political stability developing a societal consensus, including all related population groups, is a crucial goal of participation. Participation is not only a method or a tool, it must be understood as a civil task.¹³

In the case of Hyderabad, the city administration as well as numerous NGOs are interested and active in the field of political participation. The Centre of Good Governance (Hyderabad)¹⁴, for instance, has published plenty of working materials in order to support and introduce participatory-approach solutions and intervention planning in the area of good governance. Despite many valuable insights into the field, the literature review cannot serve as a blueprint for the project (see section 2). Therefore, the pilot project collaborated closely with its partners in Hyderabad in order to develop said local solutions (see below). Nevertheless, at the end of the Project, a generalizing concept needs to be formulated.

¹¹ Scoones, Ian/ Thompson, John (2003). This report on the backgrounds, methodology, approach and results, including an assessment of the whole project, was criticized by different authors with very different arguments; „In the case of Prajateerpu, the hue and cry was so great and so widespread that there was a serious danger that the important lessons emerging from the experience would be lost altogether.” IIED and IDS implemented an Internet forum so that they would not have to declare the Citizen Jury and its effect a complete failure. Here, the most important aspects could be discussed objectively for a restricted period of time, hoping that they could be used to improve the procedure for future planning. A summary of the most relevant issues discussed there is available at http://www.poptel.org.uk/iied/sarl/e_forum/summary.html.

¹² Eckert, Julia (2004)

¹³ Jentsch, Gero (2002)

¹⁴ http://www.cgg.gov.in/cgg_home.html.

2.2.2 Conceptual Framework for Participation

The Pilot Project has envisaged and partly already implemented and evaluated a number of communication and participation tools that serve various important aspects of participation, which are schematically presented in Figure 1.

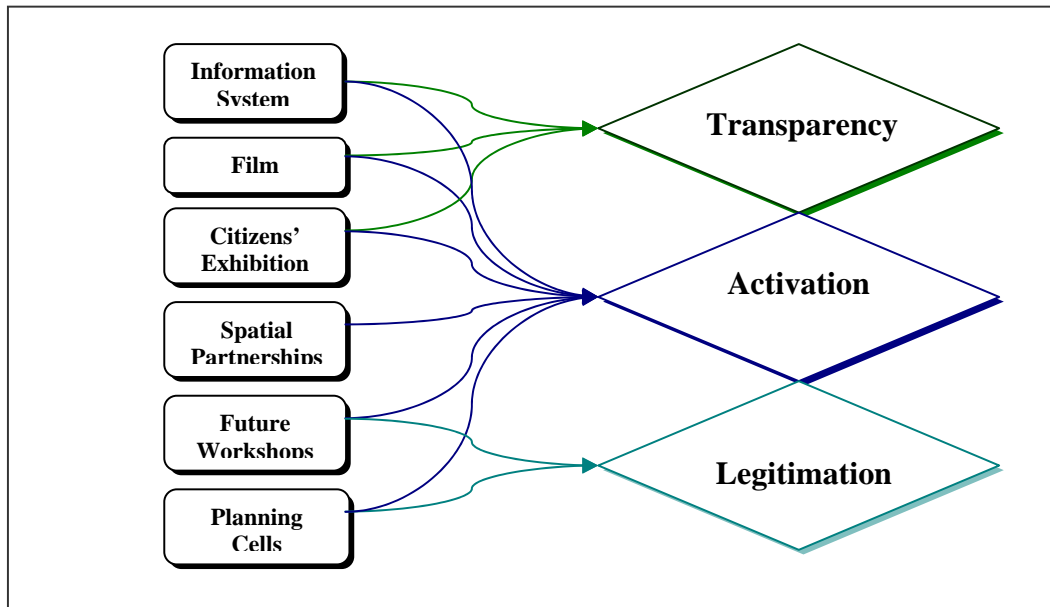


Figure 1: How participation tools contribute to various aspects of participation

Figure 2 aims to show how the implemented and suggested communication and participation tools influence and support participatory processes in Hyderabad:

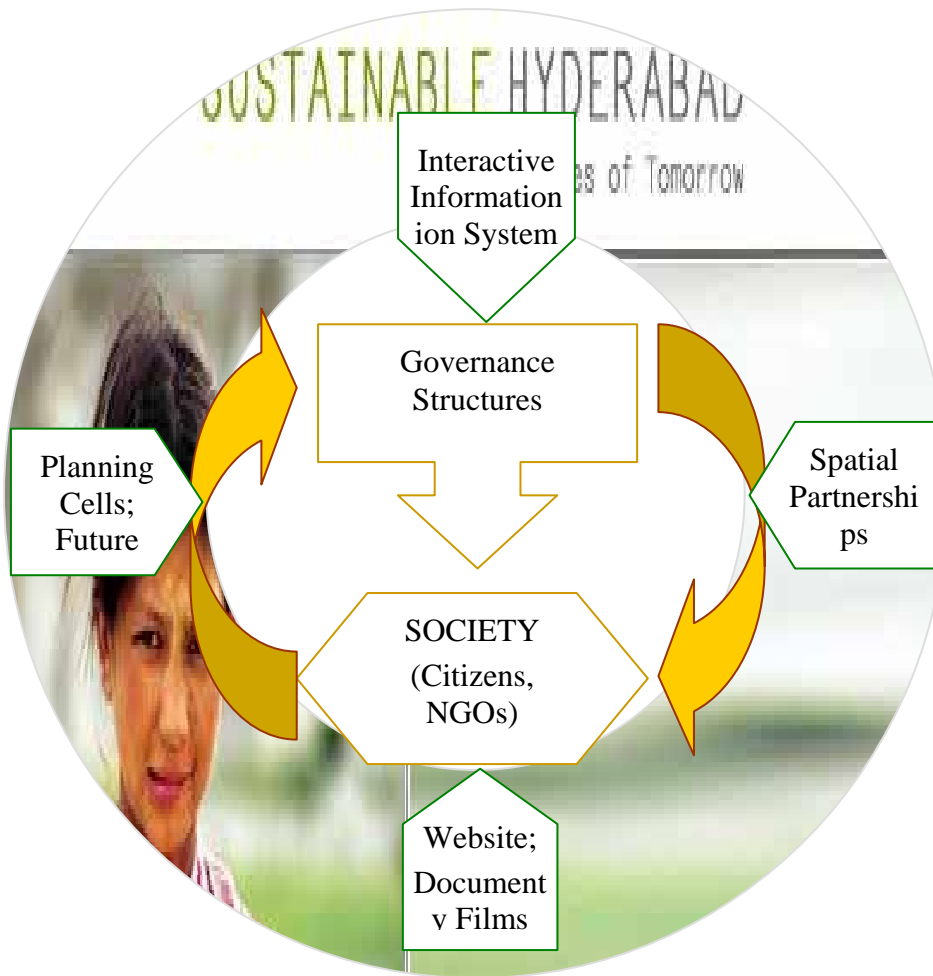


Figure 2: WP 6 and its Possible Influences on Hyderabad's Citizen

The inner circle represents the processes in India, showing that given governance structures and civil society influence each other to a large extent. The outer ring represents the project “Sustainable Hyderabad” and how various participatory elements can and should influence the situation in Hyderabad and its surroundings.

2.2.3 Active Citizen's Participation for a Sustainable Hyderabad

The Residence Welfare Association (RWA) at Tarnaka is a great example for civic engagement with the aim of strengthening citizen participation. The Standing Committee of this association (SCOTRWA) agrees that effective citizen participation must involve (and convince) both sides: government and civil society. Citizens especially need the experience that their participation efforts can have an actual impact. Decision makers are often rather inexperienced with participation and yet have to learn a lot about it, especially that citizens can and have to be taken as serious partners in decision-making processes. In that way, they

can help to find broadly accepted solutions within planning processes and give legitimation to the activities of politicians, administrators and other decision makers.

With the help of the documentary film “Paradox City” (see 7.1.2), for example, and subsequent discussions among the people of Hyderabad, citizens can become comprehensively informed, so that they will be motivated to change their own situations, for instance, in improving the traffic situation by discussing sustainable road transport systems or traffic security issues. As studies show, there is basically no knowledge about the demand side of the traffic system. Citizens haven’t been asked which kind of transport they prefer (see PTV, Pilot Project 6).

After extensive research and exploration of current rural-urban relations, the pilot project wants to set a special focus on the installation of “Spatial Partnerships” (see 8.2) in close collaboration with RESS (Pilot Project 7) and CWS (Centre for World Solidarity, Hyderabad) in order to enhance rural-urban linkages. Positive effects on social networks (especially for families where the money-earning members live in the city while the other members support themselves from rural farming) as well as on the rural markets and job situation can be expected. A market in Tarnaka with ecological produce and other regionally manufactured products will serve as a case study for revealing close interdependencies, especially in the food sector.

3 Methodology

The pilot project had two main strands, which ran parallel most of the time, but were interwoven at many points. The following chart (Fig. 3) seeks to show the course of action adopted and sequencing of tasks for this pilot project.

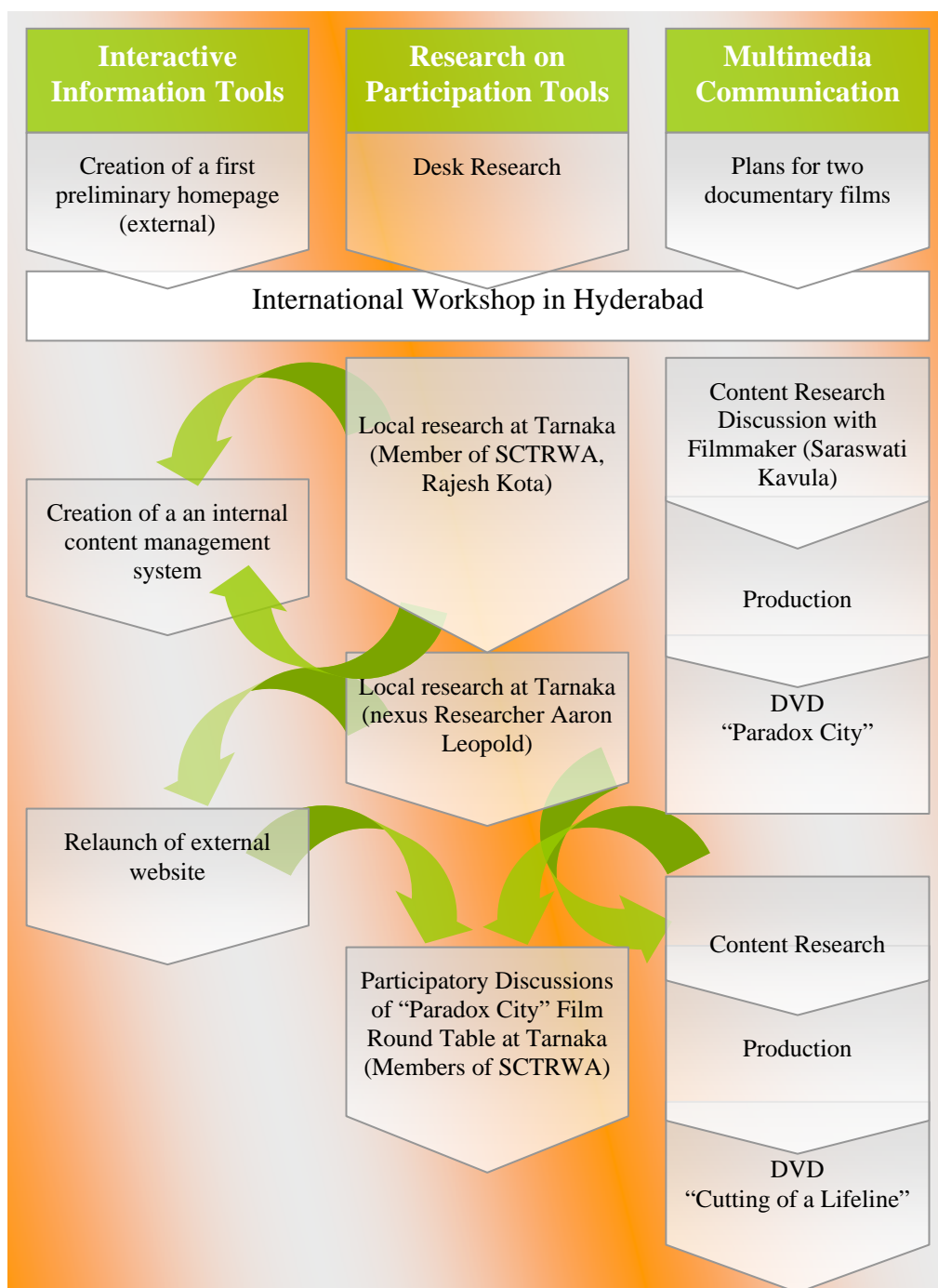


Figure 3: Main Strands of the Pilot Project – Parallel and Cross-connected Task Lines

In the course of the Pilot Project, different research methods were applied: Literature Studies (Desk Research), qualitative research methods (interviews, roundtable discussions, case studies) as well as action-oriented and explorative performance of some first interventions. As it lies in the nature of process-oriented topics like information, communication and participation to involve much activity, action research stands in the foreground of the study's programme.

3.1 Communication Methods

Communication of the project's objectives and proceedings, especially of the issues that constitute the main motivation for this research project, is a crucial basis for citizen participation as well as for interactive exchange between experts in India and Germany.

The Communication Tools and Methods, the Project's Communication (Homepage, Workshops etc.) and the already-applied Tools and Strategies in the Tarnaka Ward serve as case studies. The results finally have led to Communication Methods which could be helpful to implement and apply in the main phase of the project.

3.1.1 Project Communication and Scientific Discourse

Vivid exchange and communication is an absolute requirement for scientists to develop adequate theses and solutions. Since antiquity, it has been commonly accepted that scientific discourse works most effectively when thoughts become part of a social process of generating new knowledge and new concepts¹. In other words, scientific research is also a social activity which requires adequate tools and networks.

The main and permanently available instance of project communication is the interactive information system, including the public project homepage and the internal content exchange system (see 6.1). The core objective of this information system was to become a portal for networking the scientific community concerned with issues of sustainable urban and social development, especially in Hyderabad.

3.1.2 Cyclic Development Approach

The website was developed following the Cyclic or Iterative Development approach. As is very common in software developing processes (including websites), the user interface and sitemap were first drafted, then presented to the project partners and evaluated by means of a

¹ Eitmann (2006).

questionnaire. According to the related inputs, the website was adapted into a first public version. In a second step (summer 2006), the website was relaunched according to new requirements that with the arrival of new material (adding media galleries, etc., see section 6.1).

Beyond that, the pilot project commissioned the two documentary films, produced in order to create a fundamental awareness and understanding of the core issues of the overall project among the German partners as well as to create and stimulate the necessary level of self consciousness in India, both with decision-makers and the people concerned. This latter part has even more overlaps with the participation issues than the first (website, etc.).

3.2 Participation Methods

As mentioned above, the films (see sections 4.1 and 5.1) were designed as introductory information and incentives towards participatory discussions on project-relevant issues, such as transport, pollution, etc. The Interactive Information System also gives options for contributing information and opinions – the new version in the main project phase would offer even more in this respect (see 7.1.1). Beyond developing these information and communication tools, the pilot project also evaluated the applicability and appropriateness of citizen juries (Planning Cells) in sustainable planning and the concept of spatial partnerships for improving rural-urban linkages.

3.2.1 Benefits of Participatory Planning

New governance models are shifting power away from the state and toward the involvement of all stakeholders with the idea of shared responsibility. Governance includes the state, but transcends it by taking it into the private sector and civil society. All three levels of actors are critical for sustainable development. The state creates and forms the political and legal environment. The private sector generates jobs and income. And civil society facilitates political and social interaction by mobilising groups to participate in economic, social and political activities. Each of the actors has weaknesses and strengths; thus, a major objective of good governance is to promote constructive interaction among all three.

Projects have a better chance to work when communities have been involved, because residents that took part in decision-making feel more responsible for their residential environment. It has to be stressed that participatory planning cannot be a substitute for formal planning processes as prescribed by planning law. The government remains ultimately responsible for every aspect of planning. Citizen participation in planning and managing of

urban affairs is a key factor for effectively responding to the challenges of rapid growth. Stakeholders should be well integrated in the process to make planning and management processes more responsive, efficient and just and to ensure effective development of the city (see 5.2.3).

Participation is deeply linked with sustainable development: the aim is to achieve urban development in which social, ecological and economic concerns are coordinated by incorporating actors who will be affected by the decisions made. Any approach to planning within the fast- changing environment in the urbanization process has to deal with a high level of complexity and uncertainty. Therefore, the methods used have to be flexible and adaptable. Current management and planning techniques are not able to respond to today's challenges properly.

The overall goal is the creation of a widespread public consensus necessary to build a more sustainable city. Failing to involve residents from the early project stages onward can raise costs, because many citizens are experts in their own relevant issues and in their own residential environments. They can therefore offer innovative suggestions towards better solutions. Citizens are often willing to spend otherwise costly professional time, and citizens' participation in the diagnosis, proposal and implementation stages can ensure much broader support for the final result. The Residents Welfare Organization of the Tarnaka Ward can be seen as an excellent example (see 7.2).

Participation of all inhabitants has the potential to:

- improve the information and knowledge base for planning and decision-making,
- increase the planning capacity of urban government,
- create citizens' ownership and commitment to plans and projects,
- enhance the relevance and responsibility of the planning process,
- promote social cohesion and a sense of community,
- change the power relations in the city, and
- foster legitimacy as well as transparency and accountability.

3.2.2 Participatory Decision-making Processes in Megacities

The first step of any participatory process is the identification of the stakeholders. Who are the people, groups and organisations who have significant and legitimate interests in specific urban issues? Stakeholders are those whose interests are affected; those who possess information, resources and expertise needed for strategy formulation and implementation; and those who control relevant implementation instruments. The question is not only who are the stakeholders, but also what are the interests, problems and weaknesses of each, and what are the strengths and potential contributions of each? The analysis should separately identify relevant groups and interests within the public sector, the private sector and within social and community sectors that means politicians as well as citizens and representatives of the administration.

The city government or a metropolitan planning authority is going to have the central role in dealing with potential problems of participatory planning. It should be clear that government has to transfer substantial powers and decisions to the citizens, and it has to guarantee that the decisions made through the participatory process are indeed implemented and executed. Government thus has the role of an initiator, enabler and facilitator and has to acknowledge and support the participatory process as an outside agent. It must be especially active in getting the process started, it should not have a leading role within the participatory arena and it has to leave the contents and the steering of the process mostly to the participants. Government's role has a dual function: as constructor of an enabling environment for community participation and civic engagement, on the one hand, and as a controlling force, ensuring that the administration is credible and willing to work with the population, on the other. Regarding sustainability as a main target for the decision-making process, keeping environmental issues in mind may be seen as a third task.

Gender responsiveness is also a fundamental criterion of inclusiveness and leads to better decision-making and implementation. Usually planning and decision-making are dominated by men; generally, do not take women's special interests, needs and capabilities are not taken into account. As a result, women often do not benefit from urban management interventions. No participatory process will be complete without gender mainstreaming, and a lack of gender awareness can lead to weak decision making and inefficient implementation of action plans. This aspect becomes especially important in our case as women in India carry the main responsibility for taking care of food, nutrition and health issues in the families.

3.2.3 Suitability of Participatory Tools

It will be necessary to implement new tools for the economic, social and political decision-making process in order to achieve sustainable urban planning. Furthermore, the improved tools need improved governance. To achieve a high level of acceptance, improved governance needs high levels of resident participation in decision-making processes.

This strategy must be employed keeping while keeping in mind the fact that lessons from participatory approaches to foster good governance emphasize the need for better partnerships with secondary stakeholders, not just for more ownership by primary stakeholders as participation grows in scale.² The framework for the implementation of the participatory tools is schematically represented in the Figure 4:

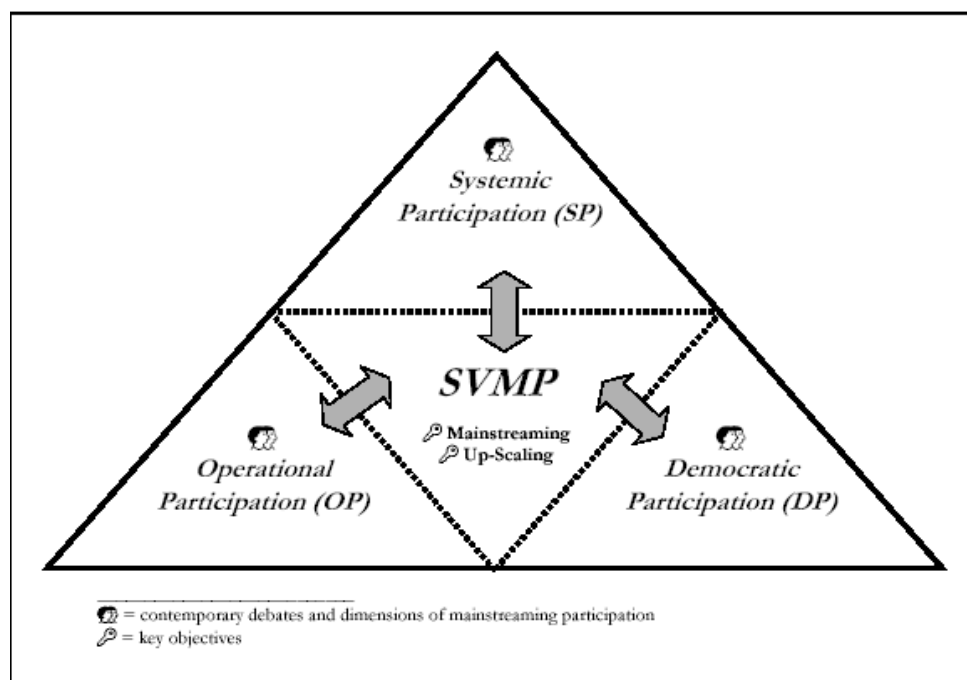


Figure 4: Framework for Implementation of Participatory Tools

NOTE: Operational participation (OP) as practice at the project or program level; Systemic participation (SP) as institutional strengthening and support of systems that provide enabling and persistent environments for participation; Democratic participation (DP) in order to share political control and to involve people throughout the development process in a way that empowers.

The implementation methodologies can include some of those enumerated below.

² Blackburn et al. (2002).

3.2.3.1 Citizen Jury (Planning Cell):

This is a method that engages about 25 randomly selected people, who then work as public consultants for a limited period of time (normally 4 days), with the aim of presenting solutions for a given planning or policy problem. Arrangements have to be made to release all participants from their daily duties (both professional and personal). Persons must receive compensation if they would otherwise lose income. The planning cell works best in a situation in which an urgent problem has to be solved in a short period of time and when different options are available that pose different benefits and risks. The process works optimally when the issue is not too controversial.

The cell is accompanied by two process facilitators, responsible for the information schedule and moderation of the plenary sessions. These moderators must develop a working programme. They subdivide the proposed problem into distinct, thematically specific working units. The number of days required, depends on the number of working units. Experts, stakeholders and interest groups have the opportunity to present their positions to cell members. The final results are summarized as a “Citizen’s Report”.³

Organising Planning Cells, both in the central level and in the ‘lane’ levels should be carried out to ensure that people’s problems are adequately addressed. While implementing this effort, the problems of women should be given special importance; the research group suggest the setting of special Planning Cells for women to address their own socio-economic problems.

The Planning Cells are also intended to be used as forums for capturing the local, indigenous knowledge of the people and integrating it into the overall database for problems and their solutions. However, the problems of implementing the planning cells in a hierarchy- and diversity-ridden society, like in Hyderabad, should be taken note of. This participative procedure reflects the older Panjayat setups in India.

3.2.3.2 Community Planning

The term “Community Planning”⁴ is an umbrella term for participatory tools that tend to bring together the largest possible number of residents. They try to reduce barriers of access to public discussion in order to also attract people not used to speaking in an assembly e.g. by using simple means of communication like a paper model of the neighbourhood. This method

³ Dienel, P. and Renn, O. (1995).

⁴ Healely (1998).

seeks to encourage the residents to attend to their own concerns and to strengthen the solidarity of a community or neighbourhood.

3.2.3.3 The Participatory Rapid Appraisal (PRA)⁵:

Time and resource constraints often do not permit extensive social research to be carried out. Instead, the techniques of participatory rapid appraisal (PRA) can be used. An important feature of using participatory methods is that local people are directly involved in the processes of data-gathering and analysis. The findings belong to them rather than to the outsiders (always assuming that the PRA work is well done). This gives a wider context to PRA, in that it contributes to a shared learning agenda and local capacity-building as well as to the process of information exchange⁶.

At the grass-roots level, the participation of people can be achieved by making use of the news series programmes of local cable/ satellite channels and the special profile columns of the local newspapers, since they also have a broad reach.⁷ With close co-operation of the government, a collective approach to putting together the efforts made by local industries in internalising their effluent management activities is suggested as a solution to the accumulating threat posed by the latter to the environment. This effort has the two fold advantage of serving to measure the industry's capability to operate in an environmentally friendly manner while it also serves as a benchmarking tool for industries yet to establish environmental standards and to new companies alike.

3.2.3.4 Future Workshops

The future workshop⁸ is a method to analyse a common problematic situation, to generate visions about the future and define ways to reach solutions for a present situation. This method integrates techniques like brainstorming, fantasy trips and creative games. The characteristic feature of this method is that it doesn't immediately search for a solution. First, all participants try to work out a utopian vision. Only in a second step must the ideas be reduced to a realisable core, with an action plan as well as description of the relevant/ responsible actors have to be described.

⁵ PRA - http://www.who.int/docstore/water_sanitation_health/wss/O_M/tools9.htm (August 2004).

⁶ Well (1999).

⁷ <http://www.screenindia.com/nov28/tele1.htm>.

⁸ Jungk / Müllert (1987).

3.2.4 General Preconditions for Successful Participation Processes

The above mentioned tools can be seen as a useful selection for various purposes in the main phase of the project. It has to be taken in account that each field of action and each target group may need a different kind of instrument for participation. Before starting a participatory process, some questions, just as the following, should be clarified and the local preconditions analysed:

- Do experiences with participatory methods exist?
- Do the social circumstances enhance or constrict participatory processes? Many planners and engineers have no experience with citizens' participation or may even fear it as a barrier to realising important projects.
- Are there already groups or organisations to cooperate with?
- Is the government willing to support citizens' participation?
- Which methods are suitable for the given problem?
- Who are the relevant stakeholders?
- How can the stakeholders be motivated?

To attain an initial insight into the actual situation in Hyderabad, various stakeholders from different levels (government, administration, NGO, citizens) were interviewed. The result, in short: Citizen's participation has to be intensified and improved, and the group of the poorest of the poor needs to be especially more focused at.

4 The Empirical Case Study

During its first two years (pre-project phase), the Pilot Project “Web-based Information Tools and Communication and Participation Strategies“ has begun a series of activities and processes that were and will be integrated into and therefore be useful for, the project as a whole:

- The Interactive Information System offers information to anyone interested in the sustainable development of the Megacity Hyderabad (see 6.1). The public part of the homepage www.sustainable-hyderabad.in/.de has especially attracted a number of individuals and organisations who share the objectives of the project and have offered their help by way of short- or long-term collaboration. This can already be seen as first steps towards the participative approach of the project work.
- The production of the documentary films was a great opportunity for this more implementation-oriented pilot project to get involved more deeply in the topics of the overall project. Furthermore, a number of experts, planners and decision-makers were made aware of and attracted to the project as a result of the interviews that were recorded for use in the films.
- A variety of studies and research activities were accomplished, such as a literature study on participation in India and qualitative research on Hyderabad as a field for experiments in Citizen’s Participation. In that context, a master’s thesis explored the relationship between governance structures and existing participatory processes in India/ Hyderabad (see 6.1).
- Last, but not least, the pilot project began a case study of the Tarnaka Residence Welfare Organisation. This citizens’ organisation is very valuable, not only because they are very open to new forms of communication and participation and are very willing and able to support the project, but also and especially because they already have some experience with communication and participation strategies, which they shared with us, and are very interested to test and evaluate more new participation methods in the course of the project.

In the following main phase of the Megacities Project, the various findings and results of the case studies will be integrated into a consistent concept for communication and Participation strategies for Megacities like Hyderabad.

4.1 Activities and research on Communication

The core task in the field of project communication and first steps towards dissemination was the design of an internet-based information tool, which can be found at: <http://www.sustainable-hyderabad.in/>.

There are two different parts of the internet platform, with different challenges and meanings: 1) an **External Platform** to provide general information about the project, about Hyderabad and about the project results and 2) an **Internal Platform**, which is accessible only for the consortium members to exchange work results and to discuss their papers. The main functions of the website www.sustainable-hyderabad.in/ / www.sustainable-hyderabad.de are as follows:

4.1.1 Internal Platform

For interactive information-sharing, members of the project consortium can use the internal content management system to

- share information,
- organise their activities and
- discuss their findings.

Project members can upload all project-relevant files individually and assort them into different categories. Every time a new file is uploaded by a project partner, an e-mail notification can be sent to all other partners with a short description of the document.

4.1.1.1 Project Organisation

With the calendar of events, the partners can stay informed about upcoming meetings, workshops and other activities and dates. They can plan and document workshops and meetings; programmes, registration forms, and minutes can be published and exchanged.

The project team and all members can organize actions that need to be taken with the help of the website and, in that way, they also keep an overview of ongoing project activities.

The discussion forum can be used to keep up a frequent discussion among the project partners. It is meant for discussion of the proceeding, special themes or the use of methodologies.

4.1.2 *External Platform*

The external platform in essence, the homepage www.sustainable-hyderabad.in and its integrated forum was designed for political (governmental and non-governmental) and economic stakeholders to obtain frequent updates, share information and communicate with the project consortium. NGOs, citizens and other groups can participate in the exchange of information, in problem-oriented discussions and in the process of planning specific actions as the main objectives and proceedings of the pilot project concepts are presented on the platform.

All information about the project, expected results of the main phase, some information on the results of the first phase, as well as general information about Megacities and about Hyderabad, form a crucial part of the website; and a concise list of all project partners and related stakeholders, with name, institution/ organisation, address and e-mail allows easy access to direct communication. For more details, see Section 7.

4.1.3 *Films*

One of the most commonly used tools to raise awareness within civil society or to let authorities know that there is dissatisfaction on an issue is to bring it into the media spotlight.¹ In India, and especially in “Cyberabad”, although the internet scene is growing, print, radio and television remain the most important news sources for the public. For example, Lok Satta a people’s power organization based at the grassroots level hosts its own weekly television talk show and has weekly newspaper articles to their credit. Additionally, mass media was the main driver behind the success of Lok Satta’s 1999 Election Watch campaign and was what really brought Lok Satta onto the scene as a prominent voice of good governance advocacy. Media coverage has the advantage that it is generally free of cost and reaches a broad audience.

Based on this local experience, two documentary films were commissioned to improve the dialogue between different interest groups. Regional film maker Saraswati Kavula, member of a FORUM for a Better Hyderabad, agreed to produce films on the traffic situation in Hyderabad and on the Hyderabad Water supply and treatment, focussing on the Musi River.

In spring and summer 2006 the first documentary film, “**Paradox City**”, was produced to cultivate an understanding for the subject and its problematic nature through visual elements.

¹ Jong (2003).

In summer and fall of the same year Ms. Kavula produced a second film on water and the environment, “Cutting off a lifeline...– The story of the River Musi and its city, Hyderabad” (for more details see Section 7).

4.2 Activities and research on Participation

After two years, the pilot project can offer insights gathered from Hyderabad locals, e.g. through personal talks at the international workshop in Hyderabad, our close collaboration with SCOTRWA, many discussions with the filmmaker, who also is an active member of FORUM for a better Hyderabad, as well as the view of an external observer: On behalf of nexus Institute for Cooperation Management and Interdisciplinary Research, Berlin, Aaron Leopold, then a Master's student of Global Political Economy in Kassel, Germany, went to Hyderabad to write his Master's thesis, **“Governing the (Ab)Use of a Dwindling Resource: the Water of Hyderabad, India”**, a critical political economic analysis of the challenging water management situation Hyderabad is faced with today. He is currently pursuing his PhD in Economics and Development Policy at the University of Kassel, Germany.

In Hyderabad, Leopold met with a significant number of key actors, some of whom are also involved in the Megacities project. Leopold concludes – based on many interviews as well as group discussions (see Table 1) – that Hyderabad's current water crisis is largely the result of political mismanagement and rent-seeking activities. Correspondingly, he believes that, had there been a more equitable distribution of decision making responsibility amongst stakeholding members of society, this problem could have been to a great extent reduced or even avoided.

The author also presents an actor analysis of local groups and authorities who would likely be able to have a positive effect on the water politics of the city today (see ANNEX I). He offers suggestions on how these actors could increase their impact on city-level water decisions.

Table 1: List of Interview Partners

| Interviewee | Position | Organization | Date | Contact Info | Areas of expertise |
|----------------------------|--------------------|------------------------------|------------|--|--|
| Mr. B. Om Prakash | General Secretary | SCOTRWA | multiple | ifhd@sify.com | Very helpful with organizing meetings with HUDA, of which he is a former employee. |
| Mr. Rajesh Kota | Member | SCOTRWA | multiple | rajesh_kota81@yahoo.co.in | Extremely knowledgeable regarding organizations in the city (both governmental and NGOs) and their functions. |
| Dr. Rao V. B. J. Chelikani | President | SCOTRWA | multiple | ifhd@sify.com | Deep knowledge of participatory tools, Indian governmental history/functions/and capacities. |
| Mr. Veda Kumar | President | Forum for a Better Hyderabad | 26.06.2006 | chelimi@yahoo.com | Very knowledgeable regarding Hyderabad's water problems and the city's cultural heritage |
| Mr. S. Jayachanda | Executive Engineer | HUDA | 28.06.2006 | (91) 984-990-9784 | Technical knowledge of HUDA's Lakes restoration programs |
| Dr. V. Rukmini Rao | Executive Director | Center for World Solidarity | 29.06.2006 | vrukminirao@yahoo.com | Works primarily with rural communities: capacity building, democratic deepening, sustainable resource use, etc. |
| Mrs. Usha Rani | Founder | Sannihita | 30.06.2006 | sannihitahyd@yahoo.com | Works with impoverished urban women and girls. Confronts gender issues, creates educational programs, monitors and helps victims of domestic violence. |
| Ms. Kalyana Hyma Sudha | Researcher | Center for World Solidarity | 29.06.2006 | hymasudha@rediffmail.com | Works on water projects for rural areas. |
| Dr. S. Jeevananda Reddy | General Secretary | Forum for a Better Hyderabad | 04.07.2006 | jeevananda_reddy@yahoo.com | Expert on Hyderabad's water and pollution problems. |

| | | | | | |
|-----------------------|--------------|------------------------------------|------------|--|--|
| Captain J. Rama Rao | Member | Forum for a Better Hyderabad/ MAUP | 12.07.2006 | captjrrao@gmail.com | Expert on Hyderabad's water and pollution problems. |
| Dr. P Satyalakshmi | Member | MAUP | 12.07.2006 | Contact Captain Rao (above) | Works to prevent the extraction of uranium near one of Hyderabad's water sources. |
| Mr. Karthik Chandra | Staff Member | Lok Satta | 13.07.2006 | karthik@loksatta.org | Extremely knowledgeable regarding participative governance and promoting citizen action. |
| Sister Selvin | Staff Member | CHATRI | 14.07.2006 | chatri_hyde@yahoo.co.in | Works with slum dwellers to improve their living conditions and prevent forced evictions |
| Mr. Jeevan Kumar | Director | CHATRI | 14.07.2006 | chatri_hyde@yahoo.co.in | Works with slum dwellers to improve their living conditions and prevent forced evictions |
| Dr. C. Ramachandraiah | Member | Forum for a Better Hyderabad | 18.07.2006 | crchandraiah@yahoo.co.in | Expert on Hyderabad's water and traffic problems. |

Not only were these interviews a source of personal perspectives on the situation, they also proved to be the best way to get a hold of local literature on the relevant subjects. Researching locally in Hyderabad enabled Aaron Leopold to obtain books, photocopies of newspaper clippings, links for the web, etc. from many of these meetings. The written resources he acquired in this way from Interviewees and other workers at the authorities and NGOs proved vital to the project in the end. Overall, his experience researching this topic in Hyderabad was quite positive. Undeniably, the primary reason for this was the incredibly helpful nature of all of his contacts and the colleagues with whom he worked and spent his time. He worked extensively with the Tarnaka Resident's Welfare Association, where he was also invited to observe and participate in their gatherings and special events, which was very helpful for his work and for the results of the Pilot Project.

The key findings of this study have been integrated into this project report, primarily in the following sections.

4.2.1 Citizen Participation in India

India's still youthful democracy was formed in 1947, when the country was emancipated from colonial British rule. At present, with approximately 675 million registered voters (10% of the world's total population) and 56% voter turnout in 2004, it is by far the largest democracy in the world.¹ India's struggle for freedom was firmly rooted in the desire for popular government; and, along with its hard-won independence, came the result law and policy making was finally in the hands of the Indians themselves. Although independence was a great achievement, India has seen major troubles in realizing a truly representative and transparent governance structure, despite heavy lip service by Indian authorities to participatory governance and its benefits in recent years.

Attempts at creating a decentralized India have been a relatively recent phenomenon; before the 73rd and 74th constitutional amendments of 1993, municipal- and local-level elected representation did not exist.² Furthermore, it was only in 1997 that one half of India's states

¹ <http://www.indian-elections.com/facts-figures.html>: "Election '04 facts and figures". However, in the 1990s, India saw voter turnout of over 60% on average.

² Sharma (2002): These two amendments respectively created local rural (panchayats, 73rd amendment) and urban (nagarपालikas, 74th amendment) local-level authorities. Additionally, and equally important, these amendments mandated a sort of positive discrimination, which reserved elected posts for women and members of the untouchable and "other backward classes" (OBCs), in attempts to have a more equitable representation of the population in government than had previously been the case.

had, in accordance with these two amendments, actually devolved considerable powers upon and created elected offices in the local and municipal levels, such as Andhra Pradesh's creation of the Municipal Corporation of Hyderabad (MCH, the city's government).³ It is noteworthy that in devolving these powers, new local level governments are currently seen and treated not as truly independent bodies, but rather as an extension of the state from which they received their powers.⁴ For example, although a number of important responsibilities were constitutionally mandated to be transferred to these newly created bodies,⁵ the central government has given states an extremely flexible timetable in which to complete this task; in Andhra Pradesh, many issues which one would consider very local in nature were not actually handed over to the municipal level until 2004.

A further difficulty India has had in overcoming its centralized governmental structure is the extremely hierarchical nature of its enormous and powerful bureaucracy. Although some governance theorists would argue that the mere presence of such an inherently undemocratic institutional structure is enough of a problem as it is, in India's case the problem goes beyond the existence of a large, unaccountable decision-making body to the fact that India's bureaucracy has been heavily integrated into the representative side of governing as well. At all levels of India's democracy, most executive powers are paradoxically not held by elected officials, but rather by unelected bureaucrats⁶.

Characteristic of the transparency problem and the lack of accountability issues have been many of the decisions (or lack of decisions) made in Hyderabad involving commercial and residential building rights, land tenure of the poor (e.g. Musi-River area) and waste disposal.

Table 2 below gives a brief summary of five aspects of effective participatory governance which have been discussed so far, and are particularly important to fully understanding its purpose and goals.

Table 2: Aspects of Effective Participatory Governance⁷

Accountability: all actors involved in governance processes (be they members of civil society, the private sector or institutions) should all be expected to be held accountable by

³ Dahiya, Bharat (2000), p. 3.

⁴ Chakrabarti, Dhar (2002).

⁵ Dahiya, Bharat (2000): Those important to this study being: urban and town planning; regulation of land use and building; water supply; public health and sanitation, including waste management, protection of the environment, slum improvement, and poverty alleviation.

⁶ Morris (2002).

⁷ Adapted from UNDP and IFAD (2006), p. 49.

those they are representing for the decisions they make and the actions they take.

Efficiency: while one goal is always to meet the needs of society, the true goal is to do this with minimum use of resources.

Equality: the justness and fairness of any decision revolves around the equity of decision making processes, as such, all possible stakeholders should be included and their views seriously considered.

Participation: citizens must be able to participate either directly or indirectly through intermediary groups in decision-making processes. They must also have a share in the responsibility of translating these decisions into action.

Transparency: information must be free flowing and accessible to the citizenry, all institutions and organizations to ensure that well-informed decisions are made and that these decisions are made in the best interests of the various stakeholders who have an interest in the outcome of a given scenario.

4.2.1.1 Road-Blocks to Public Participation

As Transparency International has pointed out, one aspect of the corruption problem in India is that situations such as Hyderabad's urban water problems seem to inexplicably persist, despite their obvious nature (it is difficult to ignore the fact that over the course of 20 years, a lake, located in the middle of a community and the size of four soccer fields, simply disappears), because, "as a result of the politicisation of the administrative machinery, the law-enforcing agencies have [become] mixed up with the very elements whose unlawful activities they are expected to check and control." This problem is fed by patronage and protection that corrupt law enforcement agencies receive from politicians, completing a "frightening triangular nexus [which] has evolved between criminals, government functionaries and politicians."⁸ As noted by the current head of India's anti-corruption body, the Central Vigilance Commission, the conviction rate in India is a low one, 6%, and the average wait time from time of filing a case to a decision is an equally appalling 10-20 *years* two disincentives for seeking justice that in turn support corrupt practices.⁹ The "triangular nexus" of criminal, politician, and government functionaries is something which has been quite apparent in the Hyderabad case of building and land rights issues.

Morris (2002) contends that, in developing societies with open corruption such as India has, one of the primary difficulties facing the masses (lower classes) in participating meaningfully in governing processes is the fact that a significant portion of the population has other things, namely basic livelihood necessities, to worry about and that issues such as

⁸ Jain, R.B. and Bawa, P.S. (2004), p. 35.

⁹ Vittal, N. (1999).

corruption or transparency take on lesser importance because of this. Combined with the ingrained nature of corruption in the system today, poverty is therefore seen to be a major roadblock in the quest to reduce or end corruption in India and to strengthen participative processes.

4.2.1.2 Public Interest Litigation as a Tool for Public Participation

Often unelected executing/ implementing bodies in India act as if they are somehow above the law, but one must also take into account that a Megacities' development often is much faster than the legislative bodies can react. Corruption and the "tree with no breaks" structure of the bureaucracy have both played a major role in perpetuating this attitude. This disrespect for the laws of the land has led to a surge in Public Interest Litigation¹⁰ (PIL) of late by NGOs, forcing the courts to become environmental activists and to play the role of regulators; or Hyderabad has been no exception to this trend.¹¹ India's government has been working very hard to attract foreign investment in recent years (originally due to pressure from the IMF and World Bank in the 1990s¹²); and if, for example, its environmental standards are too high, some believe that it will be hard to bring in foreign money, although one could argue that the benefits offered by India's enormous, low-cost, highly educated labour force far outweigh the costs of complying with reasonable environmental standards.

This enforcement problem has become so endemic that the Supreme Court of India was recently forced to make a statement demonstrating how desperate the situation has become: "Passing of appropriate orders requiring the implementation of the law cannot be regarded as the court having usurped the functions of the legislature or the executive."¹³ Although filing and winning PILs is itself a form of participation, its adversarial nature can weaken chances of an outside organization being further integrated in the decision-making processes of a government. In addition to this, the territorially combative nature of India's democratic institutions illustrated here should make one realize, that if those already carrying authority and weight *inside* the government cannot make enforcement agencies comply with the law, the chance of those *outside* the government getting a foot in the door to begin participating in

¹⁰ Another progressive feature of the Indian system which allows organizations or even individuals to take legal action on behalf of a third party. This is most often used in cases where the person or persons directly affected by an illegal action are unable (financially, emotionally, physically) to fight the case themselves.

¹¹ Reddy and Char (2004).

¹² Stiglitz (2002).

¹³ Quoted from: Rama Rao, in FORUM for a Better Hyderabad (2006), p. 14.

decision-making processes are exceedingly slim. Indeed, the lack of institutional desire to bring in other stakeholders in most instances has been both daunting and unabashedly obvious for those attempting to begin affecting change in the system, such as the massive NGO movement which has emerged on the scene in recent decades.

Although India's PIL decisions are often complied with and, therefore, there is great reason to celebrate the successes of the groups filing them, there are also many instances where they are ignored. But there is another instrument, implemented in October 2005, which has to be taken into account when considering future development: The Right to Information Act, which includes, in short, the following:

Table 3: Right to Information Act(RTI)¹⁴

It includes the right to -

1. inspect works, documents, records.
2. take notes, extracts or certified copies of documents or records.
3. take certified samples of material.
4. obtain information in form of printouts, diskettes, floppies, tapes, video cassettes or in any other electronic mode or through printouts.

What is the role of Central/State Governments?

- Develop educational programmes for the public especially disadvantaged communities, on RTI.
- Encourage Public Authorities to participate in the development and organization of such programmes.
- Promote timely dissemination of accurate information to the public.
- Train officers and develop training materials.
- Compile and disseminate a User Guide for the public in the respective official language.
- Publish names, designated postal addresses and contact details of *Public Information Officer's* (PIO) and other information such as notices regarding fees to be paid, remedies available in law if request is rejected etc. (S.26)

Who are (PIOs)?

PIOs are officers designated by the public authorities in all administrative units or... offices under them to provide information to the citizens requesting information under the Act. Any officer whose assistance has been sought by the PIO for the proper discharge of his or her duties, shall render all assistance and, for the purpose of contraventions of the provisions of this Act, such other officer shall be treated as a PIO.

Two examples pertaining to water issues in Hyderabad where compliance with court orders has not yet happened are the cases of Hyderabad's two primary drinking-water sources - the Himayatsagar Lake and the Osmansagar Lake - and the Pattanchuru Villages. In these cases, the Supreme Court of India declared that, because of the industries in the surrounding areas,

¹⁴ adapted from: <http://righttoinformation.gov.in/>.

the water is polluted and they have to stop polluting the water and provide the people clean drinking water. But the industries are going unpunished, because the Andhra Pradesh government has refused to enforce the court's decisions.¹⁵

4.2.2 *The Situation in Tarnaka, Hyderabad*

Tarnaka is the 100th ward in East Hyderabad, with a population of nearly 80,000, of whom about 15 to 17 % are of modest income, earning nevertheless relatively low income of about Rs. 36,000 per year per family and living in a very modest housing. For statistical purposes, those who earn less than Rs. 24,000 per year are considered as belonging to the Below Poverty Line category. In addition, there are 2 to 3 % annual immigrants, who settle on vacant places in huts. Together, they are considered to belong to the bastis or slums. About 80% of the basti-population are employed with low or no skills at all, while about 20% are under-employed for reasons of their not being available due to ill-health, drinking habits or family responsibilities.

Further, there are another 20% who own individual houses worth more than half a million Rupees by current prices. But, among them, 50% do not earn a commensurate income and are retired. Some among them have moved from the rural areas for reasons of security and perhaps for urban comforts; the rest of them, around 60%, are from a middle-income group with expanding incomes. Youth and senior citizens comprise 15% of the population each. Working women are about 30 to 35 % of the female population. There is a brisk commercial activity, with a sizable presence of shops, offices, educational establishments, an adequate number of lawyers, doctors, professors, chartered accountants, mechanics, etc. There is no public-owned hospital, except one, the CGHS (Recognised Private Hospitals), which is meant for retired central government employees. Quite a number of computer training institutes¹⁶ and privately-managed telephone booths are in every corner. There is a high density of fixed telephones, portable phones, televisions and personal computers, some among the latter with expanding broadband internet facilities. While all the working persons own a two-wheeler, 40 to 50% of the individual houses and 20 to 30% of the flat-residents may own four-wheelers.¹⁷

The Tarnaka experiment is reputed to be a trend setter in urban self-management with the instrumentality of the resident welfare associations (RWA). The proposals presented in the

¹⁵ Dr. Jeevananda Reddy, in FORUM for a Better Hyderabad (2006), pp. 23-27 and Interview with Captain J. Rama Rao of FORUM for a better Hyderabad.

¹⁶ E.g. <http://www.reachouthyderabad.com/computers.htm>

¹⁷ These estimations are based on random survey samples only and are not precise figures.

following subsection which are a part of their on-going programmes have been made – based on a group discussion – by the Standing Committee of Tarnaka Residents' Welfare Associations (SCOTRWA).

4.2.2.1 Current Strategies and Tools used by the Standing Committee Key Members, the office-holders and the Office

- Communication is to be done through telephones, Short Message Service (SMS), E-mail (Text & Voice), monthly news letter (Tarnaka Times), public addressing system, meetings and oral messaging for annual (ward sabha), monthly (SCOTRWA) and occasional meetings and activities.
- Correspondence and dialogue with local, state and central government officials and with political representatives of all three levels is primarily done, at present, through letters, faxes and e-mail, apart from physical visits and also by consulting their websites.
- Communication among the residents: At present, the residents within an apartment building do not have the means to communicate among themselves. They do not go out and knock at the door of the neighbour, unless they have a close relationship or in cases of urgent necessity. They normally use telephone. Individual house residents are even more isolated. Women watch television longer hours than the children do. At present, there is no privileged means of communication among the residents of Tarnaka as neighbours, except when they physically meet. There is no club or a pub type of meeting place, except a club exclusively meant for the railway officers. The parks are laid out in a French style which means they are only to be used while standing, without even having the minimum facilities for sitting and observing the beauty of the park, leisurely relaxation or sitting along with friends. Even the youth and children do not have any place to play. This is in contrast with the rural context, where such facilities for gossiping with people are easily found everywhere. This is another reason for urban isolation, from which many, particularly the senior citizens, suffer. There is no other communicational means than telephone to talk to the residents in other houses or apartment buildings. The 'Tarnaka Times' is the only source of information to keep residents abreast of recent developments, events and activities in Tarnaka. The major local-language dailies do carry a page called 'Tarnaka Zone', but the coverage is limited mostly to projecting the local leaders of the political parties or ventilating grievances, which usually amount to juicy stories, or to report thefts,

vandalism, traffic accidents, deaths, etc. – with no social or ethical purpose, nor with reference to any norms or values.

- There are three entrepreneurs who provide cable-TV connections to individual households at a high cost, but without proportionate quality of service. However, they have entered into a community pact with the Tarnaka Consumer Council of SCOTRWA. Here, the residents are only passive spectators, because the pact has not actually been created by them, but rather by their representatives.

4.2.2.2 (Self-) Assessment of the Current Strategies and Tools

- There is an insufficiency of motivated volunteers to improve direct communication, to facilitate, and to educate the residents in social mobilization. Whenever they have an individual problem, the residents themselves come searching for the SCOTRWA members, uninhibited by the fact that they have never participated in any common activity before.
- There are managerial problems in mobilizing people, as nobody thinks it possible to change or improve the communication techniques nor to refine the tools to inform people differently: to make them come out of their homes, to join others to discuss their common and individual problems, to share responsibilities and tasks and to act collectively in a different manner than has been done until now. As the results of past efforts have not had maximum effect, they hardly find incentive to mobilize themselves. The tools that are being used at present are not efficient, badly installed, badly maintained, poorly utilized, erratic, poor product quality; users are not trained, etc. These reflect on the quality of execution of the activities undertaken by SCOTRWA and on the results so far obtained. The members of SCOTRWA do not yet conceive management of the organization as a matter of balancing their problems and solutions, their resources and their needs, as in a business-management exercise. They rather still think in terms of power-relations, influencing the government, political or party affiliations, personal friendships, caste, religion or region-based affinities to get things done. Inherent worth of the matter, merit, rules and regulations, rule of law, due procedures, objective criteria for taking decisions, etc. are not sufficiently trusted by them as well as the public at large. They think others do not respect those values and they justify their management-by-manipulation on this assumption.
- There is also an absence of pro-active information, communications and cooperation from the governments – local, state and central. In the administration, things are not done

automatically by any standard procedure, even though rules exist on paper. Things happen only when they are solicited, implored or induced with some incentive. The Public never approaches government officials as sovereign citizens, though it is their tax money that provides the officers their livelihood. This is true, equally, with local, state and central level officials. A small number of local politicians get things done by traditional means at the local level. Officially, there is a corporator and there are other politicians who negotiate with the authorities for their respective clientele. Some individuals get things done at higher levels, as power-brokers, through political leaders who are working at higher levels. It is in this context that the SCOTRWA was formed as a peoples' committee to represent peoples' needs and the corporator is the ex-officio chairperson. As reality demonstrates, the local officials rarely participate in the meetings. The reason may be that political persons, in the present context, do not want to be 'imprisoned' in a rule of law framework, which demands a lot of time to follow properly and does not procure any personal benefits. The Tarnaka area is covered by one or two state level representatives called M.L.A.s (Member of Legislative Assembly) as well as by two central level representatives, called M.P.s (Member of Parliament). *"Though we receive slightly better treatment from them, they are still closely tied to the local politicians of the level of the corporator for their vested interests. As such, they perceive us, as literally, as a counter-power to them. We seem to be living in a formal democracy, where, in reality, local power is exercised by the local politicians in a feudalistic style. It is for the emergence of civil society and for self-management that we are struggling in Tarnaka. In this age of modern means of communication, it is possible to have direct governance on many matters, and we do not need political middlemen as much as we needed them the 20th century."*

- Tools are also lacking for massive mobilization of people to seek urban political reforms, such as, for the implementation by the state government of the 74th Constitutional Amendment, which provided for a peoples' committee at the ward level.

4.3 Conceptual Framework for Participation

Stakeholder and stakeholder dialog are common words within professional debates on sustainable development cooperation since a few years. But there are various meanings and interpretations of the word 'stakeholder'. On one hand it can address the participant, on the other hand it can mean: the recipient. In the german discussions stakeholder are 'Akteure'

(actors).¹⁸ This is now used more often than 'Zielgruppe' (target group), 'Partner'(partner) or 'Mittler'(mediator).¹⁹ The GTZ-Paper on actors analysis within development cooperation says, the fact that nowadays the item 'actor' is much more used than target group does not mean, that only a different word is used in professional language, but the way of thinking in development processes has changed. Development processes don't evolve in a linear way, but are a permanent negotiation of interests, opinions and ideas between all persons being involved in the process.²⁰ Even the 'landscape of actors' (Akteurslandschaft) isn't stable. It changes with different basic conditions and/or phases of process (Phasen des Prozesses). To conceive and to evaluate this diversity is the main task to support processes of change. That is why the actors analysis is becoming such an important instrument for the realisation of projects.²¹ It is about to develop the relevance of the single actors, their goals and interests (transparent and non-transparent ones), their strenghts and flaccidities and patterns of communication and relation to others. For illustrating the complex relation between and interests of actors, one can use instruments like the 'mapping of actors' (Akteurslandkarten) or the eleboration of profiles of the actors.²² This will be a part for the next phase of the project. Aaron Leopold – who wrote his master thesis on “Governing the Ab(Use) of a Dwindling Resource: the Water of Hyderabad, India” – developed an actors analysis, including governmental and non-governmental organizations. His purpose of this analysis was to dive deeper into the actions, goals and capacities of three of the primary nongovernmental actors on the water and governance scenes in Hyderabad, in addition to look at the government itself. It is therefore focused on the topic “water” in Hyderabad and has to be extended in the next phase of the Project. The Analysis can be found as APPENDIX I.

¹⁸ Vgl. GTZ (Hg.)(2007).

¹⁹ Vgl. GTZ (Hg.)(2007), zitiert nach: BMZ (1999): BMZ-Konzept „Partizipative Entwicklungszusammenarbeit – Übersektorales Konzept“, Bonn, Seite 10 ff.

²⁰ Ebd.

²¹ Ebd.

²² Ebd.

5 Results of the Study

Communication and participation issues can hardly be regarded as separate fields, keeping in mind the Project's more bottom-up approach towards an action plan for a sustainable Hyderabad. So nearly every objective and task contains both communication and participation matters, whereas at the beginning stands an exchange of Information. In the following sections, the results of the Pilot Project's activities are described. The website as well as the films are the result of numerous discussions and cooperative processes together with the project partners and a number of stakeholders in Hyderabad.

5.1 Communication Results

5.1.1 *Web-based Interactive Information Tool*

5.1.1.1 Internal Platform (Project communication)

The internal website's primary objective was to offer a platform for exchanging information, especially in the form of files such as documentation and reports, but also agendas, minutes and other organisational papers and information. The following gives a brief description of the main features of the content management system.

Work Packages

Work Packages

| Title |
|---|
| <input checked="" type="checkbox"/> Work Package 1: Project activities during the first two years |
| Pilot Project 1: Women's Consumer co-operative formation and food provision |
| Pilot Project 2: PPP in green technologies and SMEs |
| Pilot Project 3: Natural resource management and urban land rights advocacy |
| Pilot Project 4: Design of internet-based information tool |
| Pilot Project 5: Food and nutrition security / water and food quality and public health |

The list view shows all work packages and their sub-projects, displayed in tree structure. Clicking a linked title opens the form view, which provides information about the selected Work Package/Pilot Project. Here registered users can add files (e.g. intermediate results) to a Work Package/Pilot Project folder. There is also a feature to automatically notify selected or all other registered users when new files are uploaded.

Actions to take

| Actions to take | | | | | |
|-------------------|------------|-----------|----|--|----------|
| New | | | | | |
| Title | due date | of | to | Related Work Package | Status |
| Action To Take #1 | 2006-12-13 | test,test | | Work Package 4: Institutions & Governance Structures on Food, Poverty & Public | accepted |
| Action To Take #2 | | root,root | | | Open |

An 'action to take' is a proposed action that has a linear direction to a planned target in a project. All 'actions to take' which are overdue are marked red. The column tells who is the creator of the 'action to take' and the next column indicates to whom the 'action to take' is directed to. The status column displays in what state of progress an 'action to take' is in. The following status types are available:

- waiting: The author created the 'action to take' and assigned a receiver, but does not yet want the receiver to kick off.
- open: The author released the 'action to take' and awaits the receiver acceptance or refusal.
- accepted: The receiver accepted the 'action to take' and is working on it
- rejected: The receiver has rejected the 'action to take', and the 'action to take' is no longer accessible for the receiver.
- resolved: The owner has accomplished the 'action to take' and closed it.

With a click on the *title* of the 'action to take', it will be opened to be viewed and worked on.

5.1.1.2 External Platform – Information Concept

The external website is a platform where information is delivered in ways that people understand and that motivates them to make full use of the provided response channels.



The navigation of the external website is organised in two main menus, the top menu for ‘meta’ information on the project (who, when, where), and the side menu (left) for the content of the project (what).

TOP MENU:

Megacity Project

This section provides basic information on the project, such as a general summary, core objectives, framework and methodology, project structure and expected results and impacts.

Conferences and Workshops

An information section with brief summaries of the main meetings between German and Indian partners, including pictures, agendas and meeting minutes.

Events

“Events” lists forthcoming meetings, press releases and the like.

About BMBF

Brief information on the Federal Ministry of Education and Research and its funding programme “Research for the Sustainable Development of the Megacities of Tomorrow”.

Contact

The “Contact” section offers all relevant contact data for the coordinating partner Humboldt University of Berlin and the relevant contact persons at nexus Institute, as responsible partner for the website (including email addresses for direct contact).

SIDE MENU:

Home

Some words of welcome, telling interested users the main relevant information.

Participants

Four dedicated pages for the relevant contributors to the project and one to display the project structure and timetable.



- Partners
- Stakeholders
- Associate Members
- Steering Committees
- Project Structure and Timetable
- Pilot Projects

The main section “Pilot Projects” gives brief descriptions of the objectives of all pilot projects of WP1, i.e. those sub-projects that made up the pre-phase.

Expected Results

This section gives an overview of the main activities foreseen for the main project phase in four main areas:

- Sustainable Development Framework,
- Sustainable Urban Food and Health System,
- Institutional Innovations and Governance Structures, and
- Communication and Cooperation Strategies.

Some of these areas have also published interim results in the respective fields.

Information Desk

The so-called Information Desk holds plenty of information on Hyderabad in general and the state of project-relevant issues in Hyderabad and Andhra Pradesh in particular. Topics are:

- Environmental & Resource Degradation,
- Poverty, Nutrition and Health,
- Women's Empowerment and Gender,
- Governance Structures, and
- Data and Statistics on Megacities in general, Hyderabad in particular, and Food and Nutrition as a specific topic area.

Gallery

The gallery holds multimedia content related to the project: ranging from photographs to samples from the Indian press.

Furthermore, this section presents in a lively manner the active collaboration between Indian and German partners by documenting the most relevant meetings in both countries.



Feedback to Homepage

This link used to lead to the Forum, see below

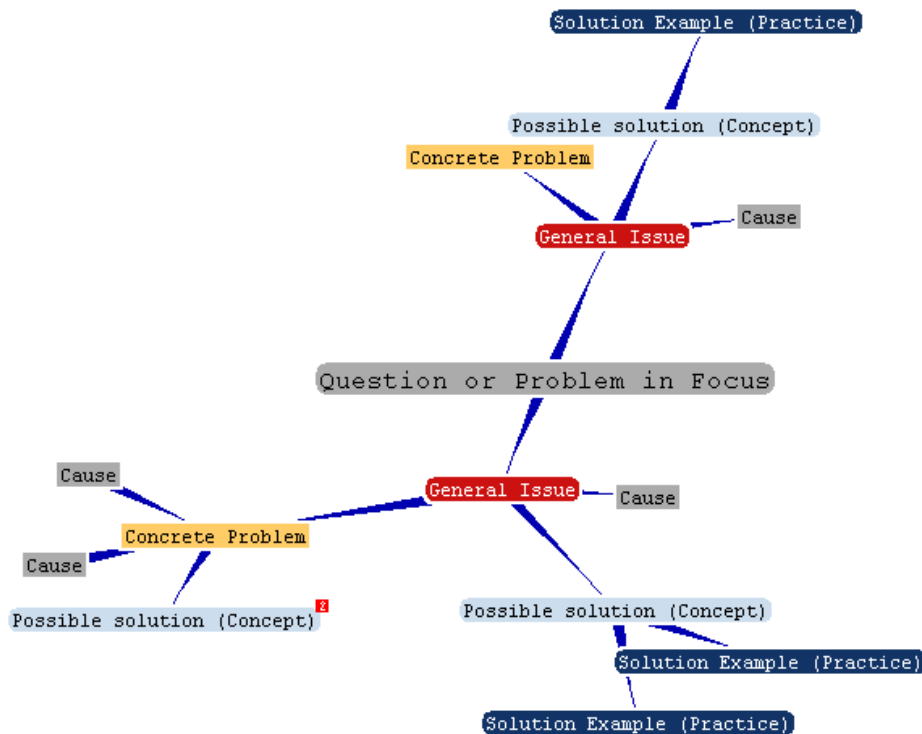
Internal Platform

This button links to the internal content management system. Only registered users have access here; to get an account they must apply to the webmaster.

5.1.1.3 Participatory Knowledge Generation

Unfortunately, the thematically divided forum that was installed for participatory discussion of project relevant issues apparently was not the best tool for the target users in India. Instead, they preferred to use the traditional, direct ways of communication, sending emails to the administrators of the project and the coordinator. Rather than discussing issues with each other they asked for modes of active participation in contributing to “a relevant homepage”. As these Indian NGOs seem to prefer to participate more directly in the creation of the

website's content, WP6 will focus on deploying a more innovative instrument of collaborative knowledge generation and participatory knowledge management, a sophisticated wiki¹ that nexus has successfully used for a similar purpose in an international project on improving eGovernment on a multinational level.



This truly interactive and participatory tool offers problem-oriented knowledge maps (see example above) which visualise the relations between relevant aspects of the system's issues and objectives. Complex situations can be understood more easily, relations between possible scenarios and barriers can be detected and used to develop and promote adequate solutions.

This is meant to enable and encourage the target groups in Hyderabad to actively participate in developing and discussing their visions regarding the development of the city.

5.1.1.4 Newsletter

In cooperation with the German BBE (Bundesnetzwerk Bürgerschaftliches Engagement), a Newsletter was compiled which informed about Participation and Civil Society in India. Many members of the BBE stay in close contact with groups and organizations in India. A

¹ A wiki is a website that allows users to collaborate in generating its content. It was originally developed as a tool for participatory knowledge management.. The most prominent example, of course, is <http://www.wikipedia.org> .

famous partner – also supporting the Pilot Project – is the Centre for World Solidarity (CWS, www.cwsy.org), which advises many civic projects and NGOs throughout India. Examples in German follow.

Newsletter vom 06.10.2006

Schwerpunkt-Thema: Zivilgesellschaft in Indien

Indien als Schauplatz neuer sozialer Bewegungen

Die Frankfurter Buchmesse (4. bis 8. Oktober) widmet sich dieses Jahr dem Gastland Indien. Als größte Demokratie der Welt ist Indien auch Schauplatz neuer sozialer Bewegungen und zivilgesellschaftlichen Engagements in vielen Bereichen. Eine Einleitung mit Bücher- und Internettipps hat Hans-Liudger Dienel vom »Zentrum für Technik und Gesellschaft« der Technischen Universität Berlin für das BBE zusammengestellt.

Gastbeitrag unter

http://www.b-b-e.de/uploads/media/nl2006_einleitung_indien.pdf

Zivilgesellschaft in Indien: Ein Überblick

In den letzten Jahrzehnten hat sich in Indien eine vielfältige Landschaft zivilen Engagements entwickelt. Regierung und Nichtregierungsorganisationen (NGO) arbeiten intensiv zusammen – die indische Zivilgesellschaft ist umfassend international vernetzt. Dennoch gibt es in Indien auch Freiwilligenorganisationen, deren Aktivitäten politisch und sozial problematisch sind, berichtet Berthold Kuhn vom »NGO Research Centre« an der Tsinghua Universität, Beijing im BBE-Gastbeitrag.

Gastbeitrag unter

http://www.b-b-e.de/uploads/media/nl2006_zivilges_indien.pdf

***Vorbildliches Engagement im Bundesstaat Kerala ***

Der kleine indische Bundesstaat Kerala galt in vielen Bereichen als Modell für soziale Gerechtigkeit. Bis in die 80er Jahre wurden Programme für soziale Gerechtigkeit mit Erfolg eingeführt. Der marktwirtschaftliche Kurs die Regierung in Delhi beendete diese Entwicklung Anfang der 90er Jahre. BBE-Gastautor Klaus Liebig aus Kerala stellt die soziale Situation des Bundesstaates vor und berichtet über vorbildliche zivilgesellschaftliche Projekte.

Gastbeitrag unter http://www.b-b-e.de/uploads/media/nl2006_be_kerela.pdf

Zivilgesellschaft in der Boomtown Hyderabad

Die südindische Boom-Stadt Hyderabad ist aus Sicht der BBE-Gastautoren Hans-Liudger Dienel und Angela Jain ein markantes Beispiel für das globale Phänomen der Verstädterung, welches die gesellschaftlichen Strukturen auf eine harte Probe stellt. Die Stadtverwaltung wird von den Experten des »Zentrums für Technik und Gesellschaft« der TU Berlin und dem »nexus-Institut für Kooperationsmanagement« bei der Optimierung von Kommunikations- und Partizipationsstrukturen beraten. Die Mitarbeiter berichten über kleine, aber viel versprechende Projekte in Hyderabad.

Gastbeitrag unter

http://www.b-b-e.de/uploads/media/nl2006_zivilges_hyderabad.pdf

Weitere Infos unter

<http://www.sustainable-hyderabad.de>

Bürgerbeteiligung auf Basis alter Traditionen

Die Beteiligung der Bürger an der Stadtentwicklung ist im Stadtteil Tarnaka der Großstadt Hyderabad auf ungewöhnliche Weise verwirklicht. Seit dem Jahr 2001 setzen sich die Aktivisten des »Standing Committee of Tarnaka Residents Welfare Association« dafür ein, in die Entwicklungen des Stadtteils einbezogen zu werden. Das Komitee repräsentiert Anwohner von 200 Wohngebäuden und bedient sich traditioneller Anwohner-Treffen, um Probleme und Lösungsansätze mit Entscheidern der Stadtverwaltung zu diskutieren. Aaron Leopold von der Universität Kassel stellt die Initiative im BBE-Gastbeitrag vor (in englischer Sprache).

Gastbeitrag unter

http://www.b-b-e.de/uploads/media/nl2006_be_tarnaka.pdf

5.1.1.5 Challenges for the future:

- Encourage participation of civil society in the project activities and the sharing of knowledge through the website.
- Improve the Forum and the interactive Knowledge Maps.

5.1.2 Films

5.1.2.1 Paradox City

The film that illustrates the traffic situation in Hyderabad is called “Paradox City”, as it puts together side by side very diverse aspects that are significant for the megacity.



Mixing interview sequences and textless scenes with background music throughout, the film starts off comparing the traditional, old picture of the city Hyderabad with the city's new faces of “Happening Hyderabad” and



“Cyberabad”.



The follow-up sequence shows how people from the street are not willing to abide by traffic or other rules: people drive and park where they want, but they also pee and throw their litter where they are. But Hyderabad's citizens also get a chance to explain how they refuse to



accept these rules, as long as not even the police abide by them. The same block also contrasts aggression as a result of traffic stress with the erotic flair of cars and their drivers as it is depicted in advertising spots.

On these grounds, alternatives for private transport are discussed. Traffic experts talk about



the success and problems of New Delhi's public metro system, MRTS, and plans to make use of this recent experience for Hyderabad's urban development. The next sequence gives a lively impression of the current situation of bus transport in the city – how people have to wait for 30-50 minutes for

busses that just won't arrive, how they have to hop on driving busses and hang on the outside if they don't want to wait even longer and how bus bays and bus lanes could improve the situation greatly.



In the closing sequence, one woman explains that she takes the car for the 1km to the park in order to walk 3 km there, others tell the viewer that they have more cars or other vehicles in the family than (adult) family members. The interviews in this final sequence show clearly that, though the traffic situation in Hyderabad may be improved quite a bit by good planning and decisive political action, significant change will never come about unless the people of Hyderabad understand the paradoxical flaws of their own behavior.

After this last sequence of the 39-minute film, the filmmaker and our partners in Hyderabad discuss the mentioned issues with the Hyderabad audience.

5.1.2.2 Musi – Cutting off a Lifeline

To date, the film “Cutting off a lifeline...– The story of the River Musi and its city, Hyderabad” has been available in a first cut since January 15th 2007. The script envisages a trip along the River Musi, elaborating how it is an important vein for everyday life in Hyderabad and Andhra Pradesh.

The film starts 25 kilometres to the east of Hyderabad City, where people are buying water from water tanks. People explain their situation. All of them are telling the interviewer that things have been getting worse since the early 80s because of the polluted water of Musi River which actually consists of sewerage than drinking water.

The next sequence gives an impression of the course of the Musi through the city and beyond, what meanings the river and the water tanks have had historically and how important the Musi used to be for the region, how it was the motivation to settle here and how legends and culture were once interlinked with the river. It also explains the developments that have led to the current situation, with people living on one litre of water per day: water of poor quality.

It is also said that, according to a Governmental Order issued by the Government of Andhra Pradesh in 1989, the Supreme Court Directive mandated, that no polluting activity is allowed within a radius of 10 km of a water body. But the film shows a different reality with, for example, the Outer Ring Road which in some places is less than 500m from the river.

The thesis is that, when the government got involved in water issues, the local communities who had hitherto taken care of the quality of the water bodies (passively) “handed over” the responsibility for the conservation and maintenance of the lakes and rivers to the government, which now treats these issues carelessly. As in the study about encroachment (see Section 6.2), it becomes clear that (lack of) citizen participation plays a major role in the sustainable development of Hyderabad and its surroundings. This documentary film ends with the statement that a study proves that toxic chemicals exist in food and milk from the region. A report has been sent to the government, but still dead fish and foam form the landscape of the Musi River. With those images, the film ends.

5.1.2.3 Film Discussions

As of December 2006, “Paradox City” has only been presented to the experts that had been interviewed for the film, plus some people from their community. Their response was generally very positive. Also, the partners at SCOTRWA reacted quite positively and are eager to present the documentary to their Ward community in order to discuss the issues with the people from the neighbourhood, as soon as nexus and SCOTRWA have finished the accompanying programme for discussions by the end of January/ beginning of February 2007. This programme will lay out the agenda for the interactive presentations, which ought to be much more than mere “cinema events”. The film will have to be embedded in short speeches and presentations, so as to ensure that participants will have sufficient background knowledge on the aims and objectives of the project as a whole, and the presentation and discussion in particular. Also to be considered are different forms of the supporting programme for different target groups.

5.1.2.4 Challenges for the future:

- encourage discussion about the film and about the actual situation,
- document discussion results,
- find a strategy to make the results accessible to decision makers in order to be integrated into future planning processes, and
- keep both sides (citizens and decision makers) in a fruitful exchange (longterm).

5.2 Participation Concepts

Participation is the process through which stakeholders influence and share control over priority setting, policy-making, resource allocations and access to public goods and services. There is no blueprint for participation because it plays a role in many different contexts, different projects and for different purposes.²

According to OBSER, people have to be architects and engineers of concepts concerning their environs in order to achieve sustainable development. This is reflected in systematic

² Obser, A. (2003), p. 3.

participation (SP), which means to integrate these ideas within the planning processes and the implementation of projects at all levels.³

As can be seen from the theoretical and practical results found during the studies of the situation in Hyderabad, a variety of communication and participation methods will be needed in order to serve the objectives of the project, such as

- Communication within the project, including international information exchange and interactive collaboration, as well as
- Communication and participation on the regional and local level.

All of these levels are characterised by considerably different target groups and have to be approached with adequate tools and methods.

5.2.1 Initiated Participatory Processes

5.2.1.1 Future Workshop

During the International Workshop in March 2006, a Future Workshop session had been arranged by the nexus Institute. As usual for such a workshop, it consisted of three phases:

a) Critical analysis phase b) Vision phase and c) Realisation phase. For the first 2 phases, three working groups were formed.

- Poverty, Food, Nutrition and Health,
- Environment and Resource Management, and
- Communication and Cooperation.

These working groups had separate group discussions in order to identify problems; answer questions regarding the root cause of problem; and present action initiated to solve the problem, obstacles in the way of action, as well as short- and long-term possible solutions.

All the groups tried to answer the following questions:

- What are the most important problems?
- Why are they important?
- Why are they not yet solved?
- Which actors and factors stood against?

³ Obser (2003).

- Which are the co-problems?
- Which are the central problems?

A mini plenary was held, wherein the working group discussions were presented. The Realization Phase was carried out throughout the following two days, after which the German-US Project Partners met their Indian partners for individual discussions. The results were finally presented during the plenary session at the last workshop day. These findings provided the basis for all Pilot Projects work during the Implementation Phase (II/2006).

5.2.1.2 Participation in the Tarnaka Ward

During the Pilot Project Phase, many discussions were held, beginning with the International Workshop in March 2006, when Dr. Hans-Liudger Dienel and Dr. Angela Jain from the nexus Institute met with representatives from SCOTRWA and learned about their activities. The series of discussions about useful participation and communication instruments for the Tarnaka Ward was (for the first phase) finalized by a Group Discussion held in December 2006.

In the following, the rough structure as well as the results of the discussion process are described⁴:

5.2.1.3 Description of the Basic Structure (work groups):

- *Ward Sabha*: General Body of the Residents.
- *SCOTRWA*: Executive Body of the Legally Registered Resident Welfare Associations
- *Registered functional bodies*: Senior Citizens' Forum of Tarnaka and Tarnaka Consumer Council
- *Ad-hoc committees*: Police Maithri & Security Committee; Education, Library & Cultural Cell; Games and Sports Cell; Legal Cell; Tarnaka Times; Child Labour Committee; TV Cable Cell; Flat Culture & Community – Building Cell; Technical Quality Committee of Works; Watchmen Training Committee; Water & Water Body Management Committee.

5.2.1.4 Short description of work groups:

Ward Sabha:

⁴ Protocol: Rajesh Kota; Text: Dr. Chelikani Rao, both SCOTRWA.

Under section 243 S of the 74th amendment to the Indian constitution, ward committees can be formed at each ward comprising local residents and public representatives by a legislation of the state Governments. But, the Government of A.P. has not legislated in favour of Ward Sabhas or popular ward committees. Rather, in Tarnaka these two institutions are formed unofficially with no statutory rights or obligations.

As a community-based body, it takes advantage of the creativity and entrepreneurial abilities of individuals who are familiar with their communities and the opportunities available. SCOTRWA, being a committee of the elected representatives of the resident welfare associations, which are statutory bodies, organizes every year a Ward Sabha (assembly), along the lines of Gram Sabha in the rural areas.

This General Body, Ward Sabha meeting is conducted in two sessions. Out of about eighty thousand population, about 350 participate in the morning session and about 600 in the afternoon. The first session of the morning consists of six groups comprising local residents and experts for deliberations on various themes, like water and sanitation, security, land issues (encroachments) etc. They also study the results of the questionnaire distributed among the residents soliciting their three collective priorities and 3 personal priorities. In these groups, local lower-level officials also participate to explain their own difficulties and suggest practical solutions. After discussing them, the group session develops a plan of action called the Micro-Plan. In the Second session, in the afternoon, an eminent urbanist will then present an integrated micro-plan for the area, based mostly on short-term goals. The same will be discussed with the concerned government higher officials, who will then take a decision on the possible and feasible solutions in the same forum or indicate the possibilities. The political representatives concerned with the area also will comment upon the Plan and indicate their degree of commitment to the goals set in the Plan, to be implanted by SCOTRWA in due course. On this occasion, a Souvenir is published with reports from various resident welfare associations, SCOTRWA and the Micro-Plan. The advertisements obtained locally for the release of a Souvenir on this occasion usually leave a certain amount of surplus funds and they help to partly cover the running expenditure of SCOTRWA during the year.

SCOTRWA:

SCOTRWA, which is the executive organ of the annual Ward Sabha (Assembly of the Ward), is experimenting with new, different ways of dealing with the administration, such as, dialogue sessions in the offices of the concerned departments, like the Municipal authorities, or commitment sessions in which the higher officials, such as, the Police Commissioner or the

managers of the Water Board come to the residents' meetings to discuss the problems and to explore the solutions. Some dialogue sessions might attract up to 300 participants. No middlemen are encouraged, and no political party preferences are expressed in dealing with the administration.

This executive body consists of Advisors, President, Vice-Presidents, General Secretary, Acting Secretaries, Organising and Communication Secretaries, Joint Secretaries, Treasurer, Joint Treasurers, Auditors and Executive Committee Members. Though about 200 members are on different panels of the committees, each committee meets with varying degrees of regularity. The SCOTRWA gathers about 60 office-bearers of different resident welfare association at its regular monthly meetings. We have now some kind of directory of the above 200 active members who make things move in the Tarnaka community.

The best practices in the Tarnaka Experiment in direct democracy and self-management have been inspiring several other resident welfare associations in other areas in Hyderabad and its surrounding areas. Now, recently, a federation of resident welfare associations in the Hyderabad Metropolitan area has been formed in order to make the concept of a resident welfare association (RWA) a tool for voluntary social transformation over a wider area.

Senior Citizens' Forum:

This is one of the key organs of SCOTRWA, comprised of senior citizens of Tarnaka who have retired from various professions and who are willing to work for the development of this area along with other functional units of the Standing Committee. Apart from taking care of themselves as a category of the population, they take part in other developmental activities, like monitoring the construction of drainage system, laying of roads, etc. They have also formed a sports club to keep themselves fit and fine. They have their own membership and activities. They do community policing while they go on morning or evening walks. Currently, it is they who supply the bulk of the person-power for SCOTRWA.

The Tarnaka Forum has been instrumental in founding a statewide federation of senior citizens' organizations (FAPSCO) and offers secretarial support.

Tarnaka Consumer Council:

The Tarnaka Consumer Council launched an innovative programme in order to promote better cooperation between consumers and commercial and professional establishments in Tarnaka. The first phase of this programme consisted of organizing a campaign to educate the commercial establishments that provide services and goods to the residents of Tarnaka: that we are all like members of a family, living in a common community. We should be fair in our

dealings and protect each other's interests. This Pact covers all those that live in this area as well as those who work here and earn their livelihood. Only at a later stage would we undertake preventive measures, if necessary. In order to promote a better and healthy economic activity, the Tarnaka Consumer Council has drafted a Community Pact between the commercial establishments and the local consumers. This Pact highlights the importance of fair-trade practices and commits the local residents to making their regular purchases and transactions largely in the commercial establishments available in this area. It cooperates with the department of metrology, which supervises the weights and measures. Consumers' Days are observed, trying to sensitise people about the quality of the products, especially, about the food items. In two weekly markets in the area, the Council has stalls to offer free measuring and weighing of the products sold in those markets. In case of doubt, any buyer can come and weigh for herself the exactitude of the weight. The Council has its own membership and promotes the spirit of oneness between the producer and consumers, the two sections of the population.

Police Maithri & Security Committee:

Any society needs peace and security. In Tarnaka we have developed a method of policing called the community policing, i.e., some of the members of the Standing Committee carry out night patrolling, traffic regulation, and also provide training to watchmen working in this area, in association with the local Police and Fire station personnel. Our residents have gained expertise in training our watchmen to suit our needs and add to their efficiency. This method will reduce the distance between the public and the police helping each other in providing better services and cooperation. This committee is working hand in hand with the Education & Cultural Cell to provide training to students on traffic management. SCOTRWA has carried out extensive discussions on the draft bill that is now on the anvil to adopt a new police Act and submitted the same to the National Parliament. Local police personnel have made some special arrangements to look into the security needs of the senior citizens in Tarnaka in cooperation with the Police Maithri Committee, and the same is being adopted at the level of the whole city.

Education, Library & Cultural Cell: There are many educational institutions in Tarnaka, from kindergarden level to research institutions. Though they differ from each other in their fields, all are intended to provide good education with all the necessary inputs. We have found many schools and colleges having no laboratories for gaining practical knowledge and understanding hands-on methods of learning things. In order to overcome this problem, we

have been discussing with the managements of these institutions to provide laboratory facilities to their students. Our experts in this cell range from former teachers to Vice-Chancellors of different universities. Their valuable suggestions and recommendations have helped in many cases to solve many problems. This Cell is working with the Police Maithri & Security Committee to train some selected students from each school and college of Tarnaka in Traffic Management and Security. Also, SCOTRWA has put in its best efforts in bringing the managements of all the schools and colleges onto one single platform to discuss their problems and to bring about possible solutions. The members of this cell include two former Vice-Chancellors, among others equally eminent, like Sri. M. Bhargava, Vice-President, National Knowledge Commission and Former Director of CCMB; and Sri. R.K. Ragala, IPS, Former Director General of Police.

The Committee has taken up litigation to recover a site meant for a library, which has been grabbed by a powerful local personality. To meet the expenses of the litigation, the local residents are being approached to give small contributions.

Games & Sports Cell: Through this cell, SCOTRWA is trying to promote a sound mind in a sound body. Regularly, the Games & Sports Cell conducts events for children, women, senior citizens, and between the local police station personnel and the residents of Tarnaka. These activities have brought various sections of the society come to a common platform, meet and know each other, enjoy the spirit of togetherness, irrespective of their economic and social status.

Legal Cell: This is one of the key functional units of SCOTRWA. It is comprised of retired judges and senior advocates from civil and criminal law backgrounds along with social activists. The main aim of this cell is to provide free counseling for the economically disadvantaged classes in any legal disputes. Individuals can approach this cell for legal help or guidance. The Legal Cell will first study the case and then provide necessary counselling. Apart from this, the Cell also takes up the case and if the issue is of collective interest, contests it in the courts of justice. The Cell is the protector of the public lands meant for parks, schools and water-bodies against encroachment by powerful land grabbers.

Tarnaka Times:

The voice of the people of Tarnaka can be heard through the monthly news letter brought out by SCOTRWA, which is exclusively meant for information on the happenings in and around Tarnaka. It carries the minutes of the monthly meeting of SCOTRWA, which is held every last Saturday of the month. It also announces the date, venue and the agenda of the following

meeting and reviews the tasks SCOTRWA has taken up in the previous month. All this information, along with any news and photos, alert the public. Announcements of practical utility will be published in the Tarnaka Times every month. SCOTRWA has been successfully publishing uninterruptedly this monthly news letter for the past three years. It is sent to all the concerned departmental heads of local, State and Central governments and non-government organisations and can also be viewed electronically on the following Website: www.ifhd.org.

5.2.1.5 Responses for Questions Discussed at the Round Table

Why do certain groups/ topics receive more ‘popularity’ / are more accepted than others?

Some groups are more popular, as they are directly concerned with the day-to-day problems of the residents and show an immediate impact / solutions to their grievances. No problem in the area is tackled without, before hand, consulting both the parties in a conflict. Hence decisions are arrived at involving both parties and after a series of discussions. Some topics are more important or might directly influence the lives of the residents in some way or another. They easily attract the attention of the residents and gain popularity. We treat all the residents and those who work in Tarnaka as a single ‘community’, even if they have different interests which might sometimes come into conflict.

Which groups work well and why?

The active groups are Legal Cell, Police Maithri & Security Committee and Senior Citizens’ Forum of Tarnaka.

- Legal Cell deals with land encroachments and other irregularities in the construction of residential and commercial complexes and provides free counselling to justice seekers. It will first send a notice to the concerned realtor and then send a note of caution to the residents regarding any irregularities through the Tarnaka Times (a monthly news bulletin). If there is no positive response from the encroachers, a suit will be filed in a court of law. All of this legal work is done by senior judges and advocates some of whom are retired from their services.
- Police Maithri (Friendship) & Security Committee: Any society needs peace and security. In Tarnaka we have developed a method of policing called community policing, i.e., some of the members of the Standing Committee and its other groups carry out night patrolling, traffic regulation, and also provide training to watchmen working in this area, in association with local Police and Fire station personnel. Our residents have gained

expertise in training our watchmen to suit our needs and add to their efficiency. With the successful efforts of this committee, the Hyderabad Police Department has implemented a dynamic beat system (micro chips installed in key points, which automatically update the police beat information systems located in the police stations in that place during a particular time period) in some important locations.

- SCOTRWA has carried out extensive discussions on the draft bill that is now on the anvil to adopt a new Police Act and submitted a report of the same to the national Parliament. Local police personnel have made some special arrangements to look into the security needs of the senior citizens in Tarnaka in cooperation with the Police Maithri Committee and the same is being adopted at the level of the whole city.
- Senior Citizens' Forum of Tarnaka: This functional unit of SCOTRWA plays a key role in terms of utilising the knowledge and experience of senior citizens who have retired from various professions and who are willing to work for the development of this area along with other functional units of the Standing Committee. Apart from taking care of themselves as a category of the population, they take part in other developmental activities, like monitoring the construction of drainage systems, laying of roads, etc. They have also formed a sports club to keep themselves fit and fine. They have their own membership and activities.

Which groups of the population are involved / participate?

Mainly senior citizens, housewives, local businessmen and also some public institutions. There are also some who participate because they have personal interests to protect from the public or SCOTRWA interventions. Some others come to ventilate their grievances and seek solutions and help.

Assessment: *What could work better? How would it work better? Whose support can be helpful / what kind of support?*

- Things that can work better with public participation: Distribution system of drinking water, electricity, availability of fresh and chemical-free vegetables, cable television connections and internet broadband system, automobile parking places, local Sunday markets, first-aid and emergency medical facilities, games and sports facilities for children and youngsters, protection and maintenance of water bodies for greenery, walking strip (place) for senior citizens, and, especially, a percolating tank in order to increase the ground water levels and library facilities.

- Availability of facilities within the reach of residents can work better in terms of quality of life, community participation and self-management of resources.
- Involvement of working employees and students along with senior citizens, housewives and business men in community management during their spare time can enhance the efforts of the other groups in terms of work efficiency, issue-identification and resolution, self-management and local governance. Also external support is helping us in reaching our targets, i.e., corporate houses like M/S and the Satyam Foundation helped us in developing greenery in and around Tarnaka and also in installing vermi-compost pits in different locations. NGOs, like the Deccan Development Society and the Rural Development Society, have helped SCOTRWA in educating the residents on waste management.
- Which participation tools are used in the specific work groups?
- Power Point presentations, diapositive slides, questionnaires, debates, group discussions and work distribution. Outside visitors come and explain their work.

Project Focus

Food ration cards: description of the history of development and implementation

Individual / family enrolments, field verification, biometric data collection, issue of ration card having family photo identity, usage of the same through Public Distribution Centres for provisions distribution. This entire process is carried out by the Civil Supplies Department of the State Government. The department has installed one ration card issue centre in Tarnaka, which was the first self-organised centre for helping with card applications, enrolment, and issuing in the Twin cities. This was achieved with the help of SCOTRWA efforts in identifying and enrolling the beneficiaries.

Traffic and infrastructural situation/ -planning: How would you describe the situation in Tarnaka?

Though Tarnaka has a large population, the roads do not meet the current requirements. This is because of road encroachments, improper parking, non-usability of footpaths, and non-involvement of residents in monitoring the quality of work done on the road. This is happening not because the citizens are unaware of the rules and regulations, but because of a lack of civic sense. Several meetings and campaigns are being held to improve the situation.

Which suggestions for improvement for the future do you have?

More involvement of residents in planning and designing road utility measures, coordination between different concerned government departments, education on road usage, better manners and traffic sense, human and technical support from external actors (NGOs and other like-minded groups). More people and more person-hours are needed to mobilise the whole area and to deal with different matters in relation to the administration, local politicians, legal matters, etc.. Rural-urban linkages (social/ economic): Intensification of local / spatial identities to encourage social engagement

Do people live in Tarnaka who have to commute between the city and rural environment?

Yes, generally we find them as domestic helpers and watchmen in Tarnaka, who are often illiterate and very little concerned about health and hygiene. Other rural immigrants usually have few skills. Also we have some educated and well-settled people in Tarnaka who have migrated from rural places working in and around Hyderabad. However we also have people who are coming into Tarnaka from other parts of Hyderabad every day for their regular job / work.

Do they have the possibility to participate in work groups and processes of civil engagement?

Yes, SCOTRWA always welcomes and has been trying its best to involve, such groups in its activities. Now we are able to see some positive response and action from their end. Very recently, some auto-rickshaw drivers and washer men have joined hands with us in our SCOTRWA activities as they were given an accordingly position in our Executive Committee. Now we are planning to involve barber groups in our activities. The discussions are going on with such groups so that they are mobilised and involved in the SCOTRWA movement. Also, the workers who are travelling from neighbouring villages to Tarnaka have joined hands in intensifying the struggle for getting good transporting facilities to Tarnaka and also for laying roads in this area.

Constraints within the realm of participation

Which social groups are involved? (Do they belong to different religious groups/ Do they have different social backgrounds?)

Participation and involvement in SCOTRWA / RWA activities are irrespective of caste / religion. Going by religions and social backgrounds is against SCOTRWA's principles and policies. Till now, this body has not faced any such problem that create social barriers with respect to castes and religions. Low-income groups are controlled by middlemen with vested interests and form a vote-bank for musclemen and land-grabbers. They are always prompted to depend upon other's favour, as a matter of course.

Description of the situation in Tarnaka

The participation constraints on SCOTRWA activities come mainly from the educated section and housewives. Though we have a high literacy rate in Tarnaka ward, we are unable to mobilise enough educated sections / make them realise their social responsibility in their own long-term interest.

Description of existing / possible solutions

- Currently, members of different Resident Welfare Associations along with representatives of other work groups are collectively discussing the problems / issues and then take decisions.
- The public decision is then discussed with the concerned authorities to develop a plan of action in a micro-plan. During this process, the core group will also involve the public representatives whenever and wherever required.
- There is a problem of a feeling of apprehension on the part of the local politicians that SCOTRWA is a counter-power.
- Members of SCOTRWA and its allies are trying to reach every family, only with partial success as of yet and motivate them towards community participation in order to evolve the best possible solutions for immediate and strategic problems.
- In order to involve all the residents in the meetings and discussions, SCOTRWA has been trying to communicate with the Tarnaka residents via telephones, short message service (SMS), e-mail (text & voice), monthly news letter (Tarnaka Times), public address system, meetings and oral messaging for monthly (SCOTRWA) and occasional meetings and related activities. Still, the communication has not been very effective.

Suggestions for improvement to involve (more) people into planning processes:

Tarnaka houses a good number of senior citizens who have rendered their services in different public and private sector firms. Apart from them, we also have many workingmen and women who can spare their leisure hours for community activities. They can effectively implement their human skills in terms of work and resource management, planning and implementing various projects in Tarnaka. As the human being always thinks of self first and only then the society, the individual problems of the residents will have to be first considered and resolved, so that we can motivate them to take care of community problems. We are trying to make them understand that both are intimately related in the long term. That is how SCOTRWA is motivating/ mobilising the residents of Tarnaka.

5.2.1.6 Plans for the future:

- Combine film-presentation and participatory tools,
- Set up spatial partnerships between the Megacities and the surrounding rural areas through the example of an organic-food market, and
- Support the project partners: a) provide knowledge about adequate communication and participation tools and strategies and b) initiate participative processes, depending on issue, time, money, and target group in cooperation with them.

5.2.2 *ICT Concepts to Enhance Citizens' Information and Participation*

In addition to the participation concepts described above, the active members at SCOTRWA suggested a number of innovative technology-based solutions to improve information available to and participation of, local citizens.

The Tarnaka experiment, with the help of the resident welfare associations (RWA), is reputed as a trend setter in urban self-management. The following proposals, which are a part of their on-going programmes, have been made by SCOTRWA. They were made in consultation with Mr. Ch. Subbaraju of “MAATV”, a private television channel; Mr. K. Srinivas, from “Satyam Foundation”, belonging to Satyam Computers Corporation; and Mr. V. Rama Rao of “Mana T.V.”, whose educational channels are the primary activity of SAPNET (Society for A.P. Network), set up by the Government of Andhra Pradesh. These persons are were/are acting in their individual capacities only, and not as representatives of their firms.

5.2.2.1 Internet/ICT in India

Critical readers may ask “Why worry about ICTs, when people in developing countries have much more basic needs, such as health care or clean water?”⁵ Some responses are:

- ICTs can play an important part in making development cooperation more effective and efficient.
- Access to information, the systematic processing of knowledge and the dissemination of knowledge are the basis for sustainable development.
- Access to information and means of communication is a prerequisite for participation in political processes and provides opportunities for opening up new sources of income.

⁵Adapted from GTZ's website: <http://www.gtz.de/en/themen/uebergreifende-themen/8266.htm> .

ICT are fairly well accepted in India, especially in the hi-tech development cities like Bangalore and Hyderabad. It has been stated a number of times that, “Newly available techniques are being picked up here faster than in the U.S.”⁶ However, despite decreasing connection costs, the Internet is only available to about 4.5% of the country’s population; the absolute figure of Internet users in India in 2005 was about 50 million (www.internetworldstats.com) as opposed to 1% or 9.8 million in 2002 (Wolcott and Goodman, 2003). In 2003, only 7 out of 1,000 inhabitants owned a Personal Computer (PC) which can be attributed in part to a lack of trustworthy power lines.

A number of valuable projects have tried to develop viable alternatives for people who cannot afford owning a PC. Apart from the “One Laptop per Child” (OLPC) project of MIT, Boston (also known as “100 Dollar Laptop”), there was a group of primarily



Indian developers who aimed at creating a simple computer that



many could afford and that would require only a minimum of ICT competence, the Simputer. In 1998, Swami Manohar and his colleagues aimed “to develop a machine that is low-cost, usable and *useful* to the common man.”⁷ Even a version for

illiterate people had been planned in the early development phases. Apparently, however, these developments have come to a halt or at least there is no current news on further development or distribution of the Simputer.

A different approach was taken by Dr. Sugata Mitra in New Delhi.⁸ His idea was to “provide poor children with free, unlimited access to computers and the Internet. Mitra launched what came to be known as the hole in the wall experiment.”⁹ He achieved this – for a limited set of children in his vicinity – by making a hole in the back wall of his media agency office in a New-Delhi slum. Thus, the name “The Hole in the Wall project” was born. The most interesting and most relevant information to be derived from this project with respect to the information contained in the following paragraphs is that children were very eager to learn using these new technologies and very clever in finding their way. This shows

⁶ Rao, M. (2001).

⁷ Manohar (1998).

⁸ Warschauer (2003).

⁹ Quotation from the website on the “Hole in the Wall Project”, available at www.pbs.org/frontlineworld/stories/india/thestory.html .

clearly that even the less educated (down to the illiterate) can be motivated to use ICT for various purposes.

Despite the relatively weak figures for India as a whole, the use of ICT is much more common and integrated in everyday life for many due to the strong presence of the ICT industry and the resulting person power of experienced workers in the field. Accordingly, the representatives of SCOTRWA have developed a proposal for a number of ICT solutions that could help to keep citizens updated and especially to enable and motivate them to communicate more.

The core questions were:

- What strategies of communication, cooperation and participation are to be applied in order to contribute to individual empowerment, community-building, direct democracy, self-management and sustainable development in Tarnaka?
- In terms of strategy, how to inform and share knowledge with each other, how to mobilise people to hold consultations, plan activities together, take decisions collectively, share tasks and social responsibilities, involve all sections of the society, negotiate with the authorities and political representatives and, finally, how to pursue follow up, monitoring and evaluating different activities?

The following contains an annotated list of tools and methods that Rajesh Kota, an active member of SCOTRWA, proposed for future implementation.

5.2.2.2 (i) e-Information Cell

SCOTRWA can maintain a regularly updated e-Information Cell that has a database and shares knowledge and information on all the aspects that concern community-building and human development. A Grievance Cell will register complaints or guide the citizens, with linkages as to where to lodge complaints with all the relevant details, and how to monitor the progress and take further actions. Now, this is being done by SCOTRWA in the form of a booklet having telephone and e-mail addresses. Currently, the information-providers are local volunteers who have the inclination, leisure and knowledge to serve the society. Eventually, the same activity could be undertaken by a paid person to improve quality under the guidance and supervision of the stakeholders in the society, such as, SCOTRWA. This will ensure continuity. There is no dearth of those who need this kind of information.

5.2.2.3 (ii) SMS Bulletin

The Short Message Service that is available in all the telephone networks (especially in mobile networks) can be made use of for sending and receiving information on various activities of the Standing Committee and other RWAs. A network has to be formed with all the members of the RWAs in order to exchange information efficiently. The SCOTRWA office should be in a position to monitor these activities and suggest necessary changes wherever required. This will be an effective medium for passing short, but key, messages as almost all the residents of Tarnaka have a mobile phone and a landline with a LCD (Liquid Crystal Display) or a CLIP (Caller Line Identification) device, as inputs. Very short and immediate information about the timing and venues of meetings, campaigns, urgent “do’s” and “don’ts” could be announced.

5.2.2.4 (iii) RWA Network

To provide the President/Secretary of each Resident Welfare Association (RWA) computers with Internet access to communicate with SCOTRWA, other RWAs, government agencies, and research institutions. This will help in e-communication, e-conferences and group mailing. The Standing Committee will be informing about all the activities of every RWA and vice versa.

It is also necessary to provide a computer network with Internet access for the usage of senior citizens, mainly to connect them to their children living in other states and abroad. Access to computers with Internet can be offered in every street/community hall for housewives and youth to promote communication, cooperation and involvement.

Networks like these will attract other non-participating residents to join these networks and to involve themselves in the developmental process, so as to build a community that cares and shares with each other. Since the Internet is easily accessible to people with less time, such as lawyers, doctors and chartered accountants, they could voluntarily provide information and professional consultancy for specific questions.

5.2.2.5 (iv) Community Radio Network

To establish a community radio network of a 5 km range for the Tarnaka area that helps in broadcasting about the day-to-day events and developments in the area, to make announcements on upcoming events, to form discussion forums, to have live interaction sessions with officials of various government departments and also to promote cultural and civic-ethical aspects of life. This system also helps in providing residents’ entertainment,

enlightenment and empowerment. Programmes meant for senior citizens, housewives, domestic helpers, watchmen, local doctors, lawyers, child specialists, teachers, social NGO militants, mechanics and other socio-professional categories could be aired. Eventually, areas surrounding Tarnaka also could be served with the same tools and facilities. We can set the model for others.

This would require adequate emitting, transmitting and receiving equipment, and permission from the Ministry of Information and Broadcasting, Government of India is to be obtained. Furthermore, making a good radio or TV-programme requires much experience. Those who would run them, therefore, would need professional training in the use of the equipment and also in programming. Information and awareness programmes have to be mixed with cultural programmes and entertainment (infotainment). Initially, with the help of an amateur-programmer or a volunteer-programmer, one can start this broadcasting with local people who volunteer themselves, contributing with their own products. Though there is a risk of such programmes not being very popular and of being low quality, the fact that they are locally owned and organized might retain the interest of some local groups. In Tarnaka, we have eminent people who could be regular guest speakers.

5.2.2.6 (v) Telephone Conference

To launch a teleconference for the residents of Tarnaka with the help of local television and cable networks for their periodical meetings with all or with some categories of the population.

For this system, the local television channel will be approached to telecast the studio-recorded discussion sessions that are to be held during the respective weeks. SCOTRWA will ask the network holder to transmit the discussions for two to three hours on particular days and times. This is useful both to SCOTRWA and also to the network holder in terms of communication, dissemination and revenue generation for the network holders. Firstly, an invited official will address the residents; then, the public will question the official by telephone about the works that are pending and on the action-taken report on previous grievances. Residents will call a number already assigned for this purpose. To do this, we need some telephone operators and a good moderator, with a professional touch, who is able to pick out the most interesting questions and comments, which will then be transmitted. The discussions, political statements and complaints should be very focused and solution-oriented, so that the listener/viewer gets the feeling that something concrete should happen after this exercise. A lot of follow-up is needed. Again, so as not to turn out to be just another political

talk, as happens in everyday TV-programmes, it should be managed by a professional and should enhance the identification with the peoples livelihood. Eventually, it might be possible to find some local sponsors (or ‘sell’ some of the time for advertisements during the program) to finance a more or less professional journalist/ editor.

- It helps in bringing the government officials and the local residents on to a common platform. The residents will get a chance to talk to the officials concerned and the public representatives with the subject chosen for discussion. They can also lodge their complaints and suggestions with the officials and the political representatives on-line. This will bring the government to the doorsteps of the residents for the redressal of their grievances.
- The TV channel will have the content for broadcasting the programmes with no expenses for the Ward-Citizens.
- There can also be educative programmes and cultural and artistic performances broadcast

5.2.2.7 (vi) Call Centre

A special telephone number will be allotted for the call centre. This centre can be used not only for information and message exchange and sharing, but also to pass on any important / emergency messages to any of the emergency services, like police, fire, medical or even the Emergency Management Research Institute (EMRI-108) services. This concept is very successful with New York City’s 311, the one general phone line for all public service issues; if New York’s citizens have a question, be it administrative, informative or an emergency, they call 311 and are redirected to the relevant staff.

If any complaint is to be made to any government officer on an unattended grievance, the call centre can do it by dialling to the concerned call centre and remind them. For example, the Water Board (HMWWSB) has a call centre working with telephone number 1916 and various other departments have these kinds of arrangements. Thus, this call centre can work hand in hand with various governmental and non-governmental agencies, as well as with the official call centres. This is more of a facilitator function.

5.2.2.8 Plans for the future:

- Find partners to support the implementation and supervision of these various tools and instruments (e.g. television and radio stations and firms like Satyam).

- Accompany the implementation process and assess the effectiveness and acceptance of these tools.

6 Conclusion

Communication and participation are core elements needed to support a sustainable development of the megacity Hyderabad. For that reason, the results and findings of the Pilot Project Studies as well as the experimentally implemented tools have to be connected and put together into a consistent communication and participation strategy. In this vein, it will help the overall project activities and connected planning processes in Hyderabad to find broadly accepted solutions, together with all concerned actors and stakeholders. The strategy, on the one hand, needs to be somehow specified for the conditions in Hyderabad while, on the other hand, it has to be generalized to possibly apply them to other megacities.

6.1 How to Improve Communication on Project Issues

6.1.1.1 Website

It is planned to further improve the internal and external parts of the interactive information system with the help of local NGOs and supporters who have already contacted us, explicitly offering their help in optimising these tools.

As for a more intuitive and discourse-based exchange, it is envisaged to set up a wiki to encourage and facilitate participatory knowledge management with active participation of all relevant experts, stakeholders or other individuals and organisations interested in supporting the objectives of the project.

6.1.1.2 Films

It is planned to organize public viewings and to encourage and moderate follow-up discussions on each film's issues. Furthermore, the results of these discussions have to be documented and provided as a feedback to the experts and planners or decision makers. In that way, a cyclic process of participative planning can be initiated (action research).

6.2 How to Improve Citizens' Participation in Hyderabad

Information, communication and participation are central elements for all democratic decision-making and planning processes. Therefore, the pilot project is a crucial building

block for the overall project. Accordingly, there has been close collaboration with partners PTV (PP6) and HU-RESS (PP7).

In the course of our studies in Hyderabad, we have investigated communication and participation strategies and tools in India and, in particular, in Hyderabad and have prepared the floor for adequate participation processes. India, and again especially Hyderabad, shows remarkable affinity and competencies in the field of ICT. The interactive information system was received very well and proved a good platform for international communication and exchange. However, as a considerable portion of the population has no (or rare) access to the Internet, we chose to offer documentary films as an alternative which also functions as a complementary “tool” to “kindle” lively discussions and exchange.

Focus: Learning from and supporting the Participative Processes in the Tarnaka Ward

The main part of the discussions will be organised in close collaboration with SCOTRWA, which has also supported us significantly in exploring current activities on the local/community level. Tarnaka seems to be the perfect field for new and more inclusive participation processes and methods as (SCOTRWA) is very open for suggestions and innovative methods to improve citizen participation and will further support the project in this respect. Other partners, like MAA-TV, have also signalled their interest in supporting and collaborating with the project.

One crucial task for the main project phase will certainly be to evaluate the very ICT-based proposal of SCOTRWA with sociological methods and support, thereafter guiding the technological implementation of those parts that seem appropriate.

Tarnaka houses a good number of senior citizens who have rendered their services in different public and private sector firms. Apart from them, there also are many workingmen and women who can spare their leisure hours for community activities. They can effectively implement their human skills in terms of work and resource management, planning and implementing various projects in Tarnaka. As the human being always thinks of self first and only then the society, the individual problems of the residents will have to be first considered and resolved, so that they can be motivated to take care of community problems. SCOTRWA is trying to make them understand that both are intimately related in the long term, being supported by the future activities of the project.

Focus: Spatial Partnerships Between Urban and Rural Regions

The establishment of a better urban-rural linkage is suggested as an important solution for creating a better urban food system. A better urban-rural linkage can also provide economic

sustainability to farmers and promote environment consciousness to the city dwellers, while also creating jobs in both areas. The following activities are to be undertaken in this context.

The focus of the overall project on food and nutrition issues makes clear that rural-urban linkages play an important role in everyday life in Hyderabad. Almost every family in Hyderabad still has close relations with the rural regions where they originated and where the food that is consumed in the city is being produced. Especially the lower tiers have jobs in the city, but have left their families back in the country. Food and nutrition partly come to Hyderabad via these family networks, but also via professional trade companies or resellers. As the quality of the produce as well as the ways in which it is transported are important for the general health of the city's population, the main phase will put strong emphasis on investigating food chains and related social relations and networks. Spatial partnerships can help to establish professional and social networks as important aspects of broad identification for both the rural and urban populations.

This process is characterised by the circular chain shown in the following figure:

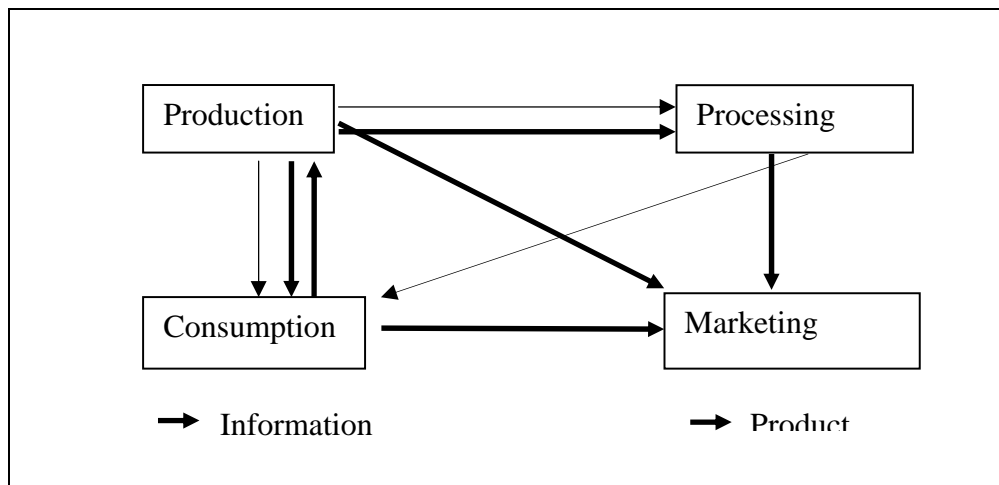


Figure 5: Groups involved in Food Supply Chain (Source: Helenius 2000)

The implementation of these schemes is being carried out by the Panjayat (local government officials)¹ and volunteers from NGOs, who would constitute the 'line Organisation'. These efforts are being undertaken while keeping in mind the social objective that the information about the activities of the different societal groups involved in the food supply chain should flow freely among all.

¹ Local government: <http://www.clgf.org.uk/2003updates/India04.pdf> (August 2004).

7 Appendix

7.1 ANNEX I - Relevant Actors for the Project's Participative Process

The purpose of outlining these actors and their activities has been to illustrate that small victories have been won in many areas, and the benefits of participatory governance are being proven to the authorities of Hyderabad through their own programs. Despite these victories and repeated published acknowledgement by Hyderabad's authorities of the benefits of increased stakeholder participation, the number and scale of such projects continues to be very small.¹

7.1.1 CHATRI (*Campaign for Housing and Tenurial Rights*)

“CHATRI is affiliated to the Indian national campaign for housing rights and seeks to uphold UN conventions on the right of housing. Slum housing is often a contentious issue in Hyderabad where only 60% of tenure is legally held and even then tenants are liable to eviction as development as developments schemes or „beautification“ projects envelope their neighborhoods. Residents are reluctant to leave their ruined house in case they lose their tenurial rights. Chatri is working with them to help stopping evictions, to protect their legal rights and to ensure their needs for shelter will be addressed.”²

7.1.2 COVA (*Confederation of Voluntary Associations*)

COVA is a network of more than 800 organisations working in Andhra Pradesh and other parts of the country. It aims to create secular platforms in the form of networks for localised needs of harmony and empowerment involving local people and institutions and organisations. Starting its work in the old city of Hyderabad, the confederation developed state-wide and national networks.

COVA sees its work itself as “[...] a small civic beginning to recover our [the Indian] spiritual and cultural heritage in its entirety.”³

Therefore following programs and activities are in progress:

¹ See HUDA (2003), Municipal Corporation of Hyderabad (2006), Municipal Corporation of Hyderabad (undated) for recognition of the benefits of stakeholder participation.

² <http://www.reliefweb.int/rw/rwb.nsf/db900SID/OCHA-64C2D7?OpenDocument>

³ COVA (2004/ 2005): Annual Report 2004 – 2005, p.3.

- Peace initiatives
- Children's Program
- Economic Empowerment Program for Women
- Youth TRAC (Youth Training Resource and Activity Center)
- District Network Program
- Welfare Trust in Districts
- National Networking
- Research and Documentation

Cova is best known for developing alliances within the civil society to strengthen activism for communal consensus.⁴ “COVA plays its part in working unceasingly for communal harmony through empowerment of poor, and disadvantaged, communities of all religious denominations.”⁵

7.1.3 *Forum for a Better Hyderabad (FORUM)*

Forum for a Better Hyderabad (FORUM) is a local NGO concerned with environmental and cultural heritage issues in Hyderabad and has been the only environmental organization to be adopted, albeit in a very limited sense, by the authorities of Hyderabad as a partner in governance.⁶ It is also an environmental organization that is both highly organized and has been fairly active.

The three-tiered official objectives of FORUM today are to act constructively and proactively, to mobilize public opinion, and to speak loudly in a unified voice where transparency is lacking or where there is a lack of adequate consideration of environmental issues by decision makers. Their primary message is that improper planning and lack of adequate impact assessments have had, and are still having, unnecessarily adverse ecological as well as economic consequences.

FORUM's actions combine “the role of a civic pressure group, a legal action group, and the role expected to be taken by the leaders of the opposition in the State Legislature.”⁷ Although the results of victories may be not always be what the Forum's members had hoped for, they nonetheless continue fighting. It is partially because of this perseverance that Forum

⁴ <http://www.epw.org.in/show/Articles.php?root=2004&leaf=10&filename=7832&filetype=html>

⁵ COVA (2004/ 2005): Annual Report 2004 – 2005, p.3.

⁶ All of the information presented here about the Forum was taken from personal interviews and from the organization's website: www.hyderabadgreens.org unless noted otherwise.

⁷ FORUM for a Better Hyderabad, (2006), p. 2.

has gained a unique standing in the bureaucratic decision-making structure of Hyderabad. Apparently having been recognized as one or more of Schmitter's "holders," one member of the Forum (chosen by the Forum) was asked to permanently serve on the APPCB's (Andhra Pradesh Pollution Control Board) eight-member Consent for Establishment (CFE) Committee. The purpose of this committee is to grant or deny permission to applicants for industrial business permits in greater Hyderabad. Additionally, this same person sits on the APPCBs Monitoring Committee, which is charged with keeping track of industries' environmental records. From here, Forum can both make its opinion heard loudly and clearly to decision makers as well as potentially influence the outcome of industrial action in the area with their vote on these committees.

Forum's integration into the administration in this capacity has been an enormous breakthrough for the organization, something which has in fact led to their involvement in other government-sponsored initiatives – such as their attainment of "stakeholder" status in the Megacity Hyderabad project.

7.1.4 Lok Satta (People's Power)

Lok Satta is a "robust and cheerful people's movement for good government and against corruption" in Andhra Pradesh and India which is highly symbolic of the pursuit of true participatory governance.⁸ In recent years, this organization has gained a high degree of statewide support through its grassroots (primarily rural-based) efforts to devolve governance arrangements and improve governance practices – to the point where they have recently announced that, due to membership and public demand, they will soon be forming a political party. To be based upon their quest towards "transforming the very landscape of politics"⁹ in India, Lok Satta's primary focus is on stepping-up efforts to move both elected officials and bureaucratic agencies away from their current hold of power influencing capturing practices, and seeking to legitimize their actions through accountable, transparent governance. Lok Satta has had impressive success with campaigns like its "Election Watch" electoral reform drive, which examined election candidates in Andhra Pradesh.

7.1.5 Standing Committee of Tarnaka Residents Welfare Association (SCOTRWA)

SCOTRWA is a federation of organized citizens' welfare groups whose innovative self-management approach has distinguished the Tarnaka district of Hyderabad with the well-

⁸ http://www.loksatta.org/abt_whyloksatta.htm .

⁹ Hindu, The (03/07/2006).

deserved title of trend setter.¹⁰ Tarnaka has been the perfect environment for such an undertaking to be taken for a trial run due to its advantageous demographics; its population of approximately 80,000 is made up of a high proportion of middle class, highly educated citizens. SCOTRWA is comprised of representatives from individual Residence Welfare Associations (RWAs), each of which represent an apartment building in the area. These representatives bring the grievances, concerns, and ideas of their individual RWAs to SCOTRWA's monthly meetings, to be discussed and acted upon by the larger group. To date, they have been exceedingly effective. They have brought the city's chief of police and his entourage to their community hall to discuss solutions to traffic and safety issues with community members; they have saved green space in the area from encroachment by illegal builders, turning the area into a public park instead; they have fought for and won land and funding for a library in the area (again having to deal with an encroacher first).

Comparing SCOTRWA with the other two organizations presented thus far, SCOTRWA and Forum differ on two important points, the first being their methodologies. While both feel that working with the authorities is the only way to solve problems, the Forum's tool of choice, PILs, while certainly necessary, are much more likely to create negative feelings towards the organization than SCOTRWA's tactics; although SCOTRWA also uses PILs at times, they only do so after having first attempted to solve the problem through other means. The second major difference between the two is SCOTRWA's wide, economically influential membership base. Aside from these differences, their leaderships' are similar in regards to background, level of expertise, and age group.

Comparing Lok Satta and SCOTRWA, the only significant aspect separating the two are the large scale of Lok Satta's operation and the relative economic prosperity of Tarnaka in comparison to the general population (Lok Satta's following). Both encourage local involvement before going to authorities, have a self-help approach to their actions and, again have the expertise and drive to make their voices not only heard, but listened to. Their individual abilities to affect positive change by working with the government have been an extremely interesting experiment in participatory governance, which has been very rarely seen in Hyderabad to date.

¹⁰ The majority of this section is based upon personal interviews with SCOTRWA members.

7.1.6 *Sannihita*

Sannihita is a women's organization, founded in 2000, addressing gender discrimination, feminization of poverty, violence, habitational displacement, vulnerability of women without shelter and housing. The organisation looks at social justice as a reality within a global order where poor and marginalized people have access to basic rights and promote equality.

The following headwords are giving examples for aims and objectives of the organisation:

1. enabling poor (especially women and girls) to fight for housing rights
2. facilitate awareness on rights conferred by national and international laws
3. help women and girls to right of education

Therefore Sannihita is doing various campaigns on different topics within the field of study, doing research work and documents activities and findings of studies.

Sannihita is working to create awareness in women and in men adopting practical approaches towards an equal society.¹¹

7.1.7 *Governmental Actors*

This section provides an overview regarding what has been done by these authorities to bring local actors into the management of the city's problems.

7.1.7.1 APPCB (Andhra Pradesh Pollution Control Board)

The APPCB's work is about protecting the environment of the state. Therefore, it must free itself from the "political and industrial influences". Currently, the primary form of public participation used by the APPCB is public hearings to debate upcoming projects which will affect the environment of proposed project areas. Despite the fact that these hearings have the potential to offer citizens direct access to decision making processes, they often appear to have had an impact on decision makers. A good example of how artificial many of these public hearings can be seen the progression of the planned uranium mining nearby one of Hyderabad's water sources, the Nagarjuna Sagar.

Despite extraordinary public outcry and the formation of organized opposition groups, public and court hearings, and significant negative press coverage, this project continues unabated by the APPCB, despite well-established scientific evidence that it will affect the health and safety of thousands living in its vicinity and potentially also the millions of

¹¹ <http://www.sannihita.org>

inhabitants of Hyderabad (due to the high likelihood of uranium processing byproducts finding their way into Hyderabad's drinking water).¹² Significant pressure is being received from the uranium processing industry as well as from the government in this matter, arguing that mining this uranium is a matter of national security. Those who have come out against it have routinely been labeled as antinationalist by the proponents of this project.¹³

7.1.7.2 HMWSSB (Hyderabad Metropolitan Water Supply and Sewerage Board) & MCH (Municipal Corporation of Hyderabad)

The HMWSSB & MCH have done a relatively good job in experimenting with stakeholder participation, bringing locals into decision-making processes in a meaningful and honest manner. Specifically, their work with slum dwellers has been commendable although on a minute scale in comparison to what is needed. Indeed, slum upgrading projects in Hyderabad and Andhra Pradesh in general are considered to be pioneering in the Indian context, primarily due to the efforts of these two actors.¹⁴ For example, in 2001, MCH & HMWSSB began slum upgrading programs which focused heavily on the specific needs and desires of the 12 communities involved (the total population of these areas was approximately 26,000 people).¹⁵ The priorities of these communities, be they water, electricity, sewer connections, roads, a community hall or library, were all established based on the preferences of local residents through town meetings with government authorities. This exercise was not only valuable for capacity building purposes of the government to assess and carry out individually tailored projects, but it also gave the citizens a higher degree of trust and feeling of partnership with a government that is often seen as an opponent by the poor.

7.1.7.3 The HUDA (Hyderabad Urban Development Authority)

The HUDA, despite its jurisdiction-jumping and profiteering activities, has also begun to wake up to the benefits of public participation, not in decision making, but in responsibility sharing. Importantly, HUDA is also focusing on the creation of local "awareness groups" that

¹² This information was gathered at a meeting with Movement Against the Uranium Project (MAUP) members, a cause specific NGO which was organized to raise public awareness about the dangers of this project. For more details, see: <http://www.mmpindia.org/drsatyalakshmi.PDF> The minutes of one of the public hearings regarding the uranium project can be found at:

<http://www.esgindia.org/moefsuno2005/Nalgonda%20Uranium%20Andhra%20Pradesh.doc>.

¹³ Interview with MAUP members.

¹⁴ Durand- Lasserre & Royston (eds.) (2002), p. 51 & Municipal Corporation of Hyderabad (undated).

¹⁵ Municipal Corporation of Hyderabad (undated) & Municipal Corporation of Hyderabad (2001) .

should act as stewards to the newly revitalized lakes. These awareness groups will be involved in securing the future protection of the lake by notifying authorities about encroachers or polluters as well as educating the rest of the community on how to keep the waters clean in the future.

These projects are terrifically important to the continued existence of urban water in Hyderabad. By regenerating these lakes, millions of litres of ground water will be recharged, lessening the burden on the city to provide ever-increasing amounts of water for its thirsty citizens and industries. Additionally, because the lake renewal projects also consist of beautification, hundreds of new parks and green areas are being created, which provide some much needed respite from the concrete jungle of the city.

7.2 ANNEX II – Bibliography

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