

CONSULTATION FEEDBACK REPORT

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BACKGROUND

National Institute of Urban Affairs (NIUA) in collaboration with the Ministry of Housing and Urban Affairs (MoHUA) and support from the Foreign, Commonwealth and Development Office (FCDO) of the UK Government is implementing a programme “Building Accessible, Safe & Inclusive Indian Cities (BASIIIC)” through a Technical Assistance Support Unit (TASU) established at NIUA.

It endeavors to promulgate the tenets of accessibility, inclusion, and safety in the ethos of urban planning and design. This will be achieved through focused policy level interventions, pilot demonstration of innovative solutions, capacity development, and active research and knowledge creation on disability inclusion in urban planning and design.

BASIIIC has successfully created an urban Knowledge Network of experts, organisations, institutions, civil societies and academia working on disability inclusion to collaborate, promote cross learning opportunities and interaction among the ecosystem of stakeholders. The network will not only initiate creation of a readily available expert linkage to connect for end-to end assistance, but also be enriched further to grow as an enabling platform to facilitate interactions and possible collaborations in future.

This overview captures findings from an extensive consultation effort conducted by the National Institute of Urban Affairs (NIUA), and Civis on the National Advocacy Workshop on Inclusive City Design in India. The consultation(s) also aimed to seek advice on framing the Divyang friendly measures and policy recommendations that can be implemented through the Smart Cities Mission. The major stakeholder groups involved were civil society members, disability officers, and Urban Local Body (ULB) functionaries. The feedback sought from these groups of stakeholders was on accessibility and inclusiveness of their respective cities.

RESPONDENT FEEDBACK

Feedback from Disability Officers

It was agreed that all vulnerable groups as well as the aspects concerning them, have been covered in the framework. From the inclusion of all vulnerable groups to the preferred methods of stakeholder engagement, all were considered in the broad framework.

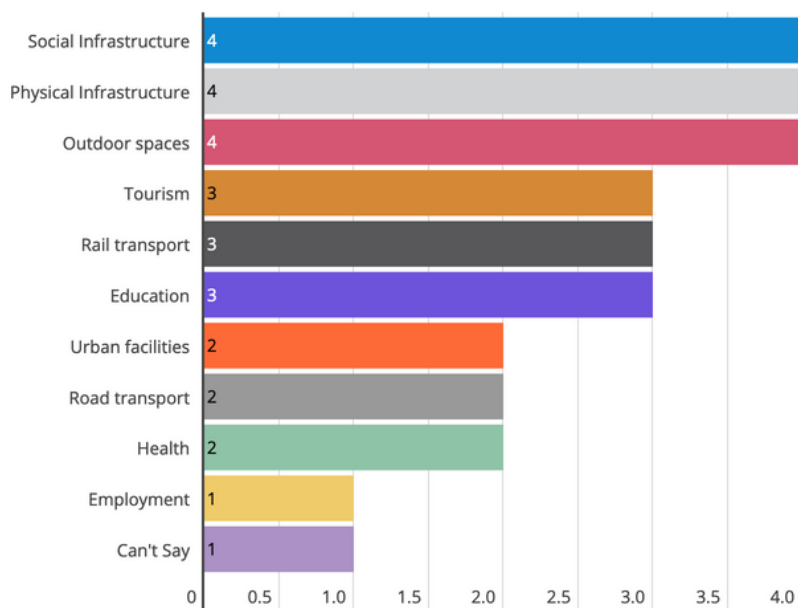
Despite growing digital literacy in the country, personal door-to-door & telephonic interview(s) remain the preferred mode for collecting real time data on the needs and priorities of vulnerable populations. The perceived bottlenecks in making the city accessible to vulnerable groups align with the responses from the ULB officials; lack of funds, trained manpower in ULBs & lack of technical knowledge. The priority areas for improving accessibility in the city has an increased focus on public spaces, with educational facilities, markets, and health facilities as the top areas which require enhanced strategic efforts.

Feedback from ULB Functionaries

The feedback from the respondents under this category was multifaceted. Their responses are provided below. All of the respondents were interested in their city being selected for the pilot program. The cities these respondents belonged to were; Bhopal, Visakhapatnam, Ujjain, Gurgaon & Agartala.

This reflects the widespread acceptance and enthusiasm for the BASIIC program. A majority of respondents were satisfied with the consultation, with the rest of them somewhat satisfied. There were different aspects pertaining to accessibility that were touched upon as part of the consultation. One such aspect pertained to understanding the initiatives undertaken by cities, for enabling accessibility to vulnerable communities.

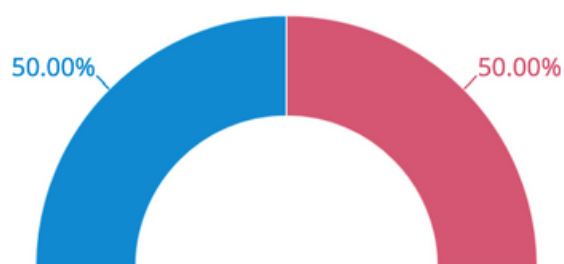




ACCESSIBLE INITIATIVES UNDERTAKEN BY YOUR CITY



PLANNING DOCUMENTS AVAILABLE FOR THE CITY



PERCEIVED BOTTLENECKS IN MAKING THE CITY ACCESSIBLE

Accessible initiatives undertaken by the city:

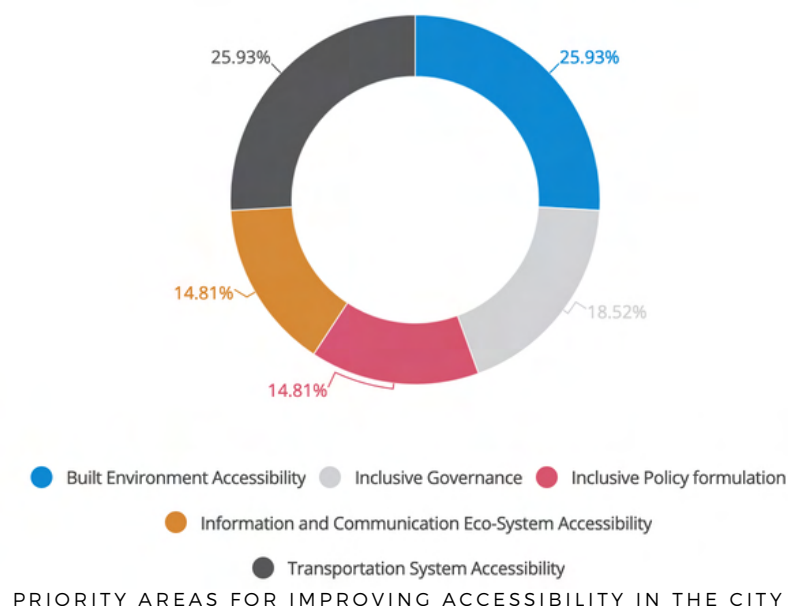
- Physical & Social infrastructure, along with outdoor spaces have been deemed accessible by most of the respondents.
- Education, Tourism and rail transport is also considered to be beneficiaries of accessible initiatives by a majority of ULB functionaries.
- Noteworthy mentions include health, employment & urban facilities.

Planning documents available for the city:

- Masterplan documents were available for more than 55 percent of the respondents' cities. This shows the wide-scale implementation and availability of master plans for urban centres in India.
- Socio-economic surveys and vision documents were equally available for around a quarter of respondents' cities.

Perceived bottlenecks in making the city accessible to vulnerable groups:

- Incidentally, both the lack of trained manpower in the ULB and the lack of funds are considered to be major bottlenecks in improving the accessibility of the cities by respondents.
- The equal division of response on perceived bottlenecks indicate the need for improvement in both providing and effective utilization of funds as well as the need for training of manpower to implement the vision and schemes of the state.



Priority areas (in order of importance) for improving accessibility in the city:

- Built environment & transportation system
- Inclusive governance
- Inclusive policy formulation & information and communication ecosystem accessibility
 - The response trends reflect the uniformity in respondents priorities. Built environment and transportation remains the highest considered areas for accessibility to create inclusive cities and urban centres.
 - The priority for inclusive governance and inclusive policy formulation reflects the need for consulting impacted stakeholders in decisions on policy and governance to be able to provide an inclusive approach towards policy making in general.

In response to the query on urban space, service or system that should be immediately made accessible in their city, ULB officers' feedback shows:

- The absolute majority of respondents' consider transportation and mobility to be the area of concern which should be made immediately accessible. This ranges from public transport systems to the last-mile connectivity, street networks of footpath and walking spaces, and even parking services available in the city.
- Public open spaces and spaces for recreation, from parks to tourist spots an area of concern for more than half of respondents.
- Interestingly, health and public amenities such as public toilets receive equal consideration from ULB officers as religious infrastructure and places of worship. From river ghats to religious buildings, and public toilets are in need for immediate upgrade to allow access according to respondents.
- Access to educational facilities and housing infrastructure received equal attention for upgrade as well, highlighting the importance of creating accessible housing in urban centres.
- Focus on access to jobs and livelihood also figured in the responses received. Citizen participation and digital governance was also an underlying factor for respondents.



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