

Smart Cities and the Urban Poor

The untold voices of the urban poor
that were silenced before the Smart City Program
was imposed on them



**Indo-Global
Social Service Society**
Celebrating the Spirit of Humanity

Credits

Report Collective:

Urban Poverty Reduction Team, IGSSS

Report Lead:

Vikas Kumar

Editing, Rewriting and Creative Inputs:

Adrian Dcruz

Design:

Manoj M. Hodawadekar

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Prepared by:

**Urban Poverty Reduction Team,
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Acronyms

ABD	- Area Based Development
AECOM	- Architecture Engineering Construction Operations and Management
CEO	- Chief Executive Officer
GIFT	- Gujarat International Financial Technology
HEC	- Heavy Engineering Corporation Ltd.
IBM	- The International Business Machines Corporation
ICT	- Information and Communications Technology
IGSSS	- Indo Global Social Service Society
IoT	- Internet of Things
JNNURM	- Jawaharlal Nehru National Urban Rejuvenation Mission
NDA	- National Democratic Alliance
NDMC	- New Delhi Municipal Corporation
NITI	- National Institution for Transforming India SCM - Smart Cities Mission
SCP	- Smart Cities Programme
SCPs	- Smart City Proposals
SMC	- Surat Municipal Corporation
SPV	- Special Purpose Vehicle
ULB	- Urban Local Bodies

As the Smart Cities Program that covers an ambitious 100 cities of different size and typology across the country unfolds, as a student of the subject, one seeks to learn multiple lessons from it. One, designed partly as a strategy to meet the country's daunting urban challenge from ensuring sustained economic growth to managing significant demographic pressures to preventing fast deteriorating environmental conditions in all grade of cities -- how well has it performed?

Two, for a democratic country like India 'inclusive development' must be more than a slogan; with a sizeable population in urban slums already; visible urban poverty reflecting in unemployed youth and undernourished children; a large and expanding informal sector; and continuing poverty induced rural to urban migration, what workable, imaginative strategies are developing under the Smart Cities program for "inclusive development"? Three, with huge resources required to improve urban infrastructure—such as water energy, affordable housing and transport—; with only a small fraction of that available; and with major capacity constraints in urban institutions of all kinds, how does one make choices of where to invest money? What to prioritise? How to optimise the outcome? And how to satisfy diverse constituencies? Four, having made the participatory method of working and consultative way of decision making an important project component, if not a corner-stone of the project design strategy, and battling a forgettable record of tokenistic commitment and lopsided performance, a legacy of habitual institutional disdain to the idea, and bestowed with new technological instrumentality, how is the Smart Cities program making new strides in people-centric participatory planning and governance? Five, with Smart Cities across the world designed on the new technology based systems, how does India adopt them in its unique economic-socio-cultural environment? And six, having incorporated structurally a degree of openness and flexibility in the project components design for a city and the working, by even refusing a fixed definition of the "Smart City", what kind of innovations and flexibility has the program shown on the ground? As a student of urbanisation in India, these broad themes are worth exploring.

The IGSSS study presented here looks at all this cursorily through a study of 12 Smart Cities across the 8 States of India. It comments on SPVs that have been created for the purpose of implementation and how their non-representative structure and character deprives the project of the "people" feel. Its dominant focus, however, is with the "inclusivity" aspects , highlighted through case studies of the " victims of development" What does the program do to the poor, to the marginalised sections? How does it benefit them? How does it

harm them directly or indirectly? Have they been and how are they consulted and included? Where, why and how have they been evicted and how shabby or improper has been the resettlement and rehabilitation? The report presents and highlights their plight and concerns. Having committed grassroots partners in all these places is not a small advantage in telling these stories vividly.

The Report Card as it appears in these cities and the cases is nothing new or surprising. If we are planning and incorporating smart ways to move through more efficient public transport; organising and managing streets for unchaotic functioning; creating parking spaces for the cars and the two wheelers; measuring water consumption through efficient meters to avoid waste and better distribution, and installing cameras in public places for better public safety, especially for the women at night, there must be smart inclusive decisions. There should be clean, healthy, aesthetic, pleasing, inviting and legal ways to accommodate and let function freely and honourably the street vendors, as they are needed by the consumers and the city. Hiding them or evicting them from the streets is not smart. Similarly, keeping the slums without safe drinking water, under a perpetual threat of evictions or shifting them in subsidised affordable housing miles away from job opportunities and social services is not smart too.

In our cities we are at a stage where innovations are critical, as we are reaching a saturation point. There is little manoeuvring space left. Creativity of many is what is needed not only of selected professionals or consultants. There is a greater need for smartness, in terms of mobilising people's wisdom too, in moving ahead with making and ensuring smart cities.

Kirtee Shah

President, Indian National Habitat Forum (INHAF)

Hon. Director, ASAG

Chairman, KSA Design Planning Services Pvt. Ltd.

Ahmedabad

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Urban Poverty Reduction Team

Prologue

If one is to evaluate the changes in the Indian economy in the last two decades, the most significant aspect would be the massive rural to urban migration. Reports suggest that 40% of the Indian population will be living in the urban areas by 2030 with cities contributing 75% of the national GDP. One of the most cited explanations for this phenomenon is the agrarian crisis which pushes people to move towards the urban areas in order to survive. Mahatma Gandhi said “the soul of the Indian resides in the rural India” and successive governments so far have focused on improving the infrastructure of rural India. However, despite governmental efforts or the lack of them, the agrarian crisis has constantly deepened in the country and the rural population moved out to cities in search of employment.

As evident, the rapid force of urbanisation was seen as an opportunity to strengthen the financial growth which was earlier restricted to the major cities like Mumbai and Kolkata. The challenges that lie ahead of this agenda were ensuring a sustainable quality of life, so that the needs of the emerging population in the cities can be addressed. This opened the gate for new ideas and experiments in cities.

Genesis of the Smart City

The idea of a “Smart City” first appeared in a conference organised by IBM3 in 2008 with a vision to seize the opportunity arising from rapid urbanisation being seen across the globe. The first set of ideas to address the urban agenda in India, for enabling economic growth complementary to sustainable lives in cities, came in the form of GIFT cities (Gujarat International Financial Technology) in 2008. The GIFT city in Gujarat was built on the banks of the Sabarmati River with the objective of providing a platform to international businesses along with a robust underground infrastructure to ensure the facilitation of civic services. It was seen as one of the first ICT based technocratic cities in India which was depicted as a model to be adopted to facilitate sustainable urbanisation in the country. Cities like Surat and Dholavira in Gujarat and Visakhapatnam in Andhra Pradesh were to be transformed into Smart Cities following this model

JNNURM
urban reforms
launched;
2005

IBM
Conference
2008;
Smart City
idea

GIFT
city in
Gujarat;
2010

Modi's BJP
comes Mission;
2015 to power;
2014

Launch of
the Smart
Cities Mission;
2015

End of Smart
Cities Mission
Mode for 100
designated
cities;
March 2020

The idea was of making cities prosperous and sustainable, incorporating

technology based solutions¹ and bridging the gaps in essential service deliveries. The apparent success of the idea of a Smart City in Gujarat, made Prime Minister Modi (erstwhile Chief Minister of the state) launch the Smart City Mission program in 2015 with a target of making 100 cities 'Smart'. The main idea behind this flagship program of the NDA government was to create a standard core infrastructure for cities with the help of modern ICT solutions. These 100 cities would then hopefully inspire thousands of small towns in India to develop in a similar way. The program was introduced with a vision of creating inclusive and sustainable cities with an equal participation of the citizens in governance.

It has been five years since the flagship program of Smart City was launched with full fervour and enthusiasm by the NDA government. The flagship program of the NDA government aimed at transforming 100 cities in terms of the infrastructure through retrofitting, Greenfield and Area Based Development planning for the FY 2015-16 to FY 2019-2020.²

The program of the Smart City has its genesis in the many urban reforms which started in the 1990s with the liberalisation of the Indian economy when initiatives like the 74th Amendment (1992), Jawaharlal Nehru National Urban Renewal Mission (JNNURM) (2005) and Special Economic Zones SEZ (GIFT Gujarat) were taken up. All of these initiatives were undertaken to bring reforms in the functioning of a city through increasing the participation of people in governance, rejuvenation of the urban areas with a focus on the services to the poor and accelerating financial growth. It is also believed that 'Smart City', a concept lacking a clear definition was appealing to the urban middle and upper class³ who wanted to see the Indian city as modern and 'smart'. Advocating intensive ICT based solutions which India lacks heavily, was also an avenue for multinational corporations to make their way into India with their business proposals as the PPP mode was advocated for the planning and implementation agencies. A careful analysis of the Smart City proposals reveal that all the city plans were made with an excessive reliance on foreign consultancy. Using the digital technology to ensure the citizen's participation was highly exclusionary tool⁴ as a majority of urban residents did not have access to the web based Smart City plans that were to be taken up in the cities. Vital issues like the creation of jobs and the protection of local data was not addressed in the plans at all.

1 Refer to https://www-03.ibm.com/press/attachments/IBV_Smarter_Cities_-_Final.pdf

2 Refer to [http://smartcities.gov.in/upload/uploadfiles/files/SmartCityGuidelines\(1\).pdf](http://smartcities.gov.in/upload/uploadfiles/files/SmartCityGuidelines(1).pdf)

3 Refer to <https://www.epw.in/journal/2014/46/commentary/smart-city-card.html>

4 Refer to <https://www.epw.in/journal/2017/7/review-urban-affairs/violence-worlding.html>

One of the fiercest criticisms the Smart City mission received was of the mechanism of the Special Purpose Vehicle (SPV), which is the board constituted to execute all the projects. The SPV model of governance blocks the path of citizen centric governance⁵ as the 74th Amendment Act advocates. The establishment of SPV's is contradictory to the urban governance reforms introduced by the government in 1992 to protect the participatory form of governance in the country. Smart City also lacks a proper perspective and accounting for⁶ the populations that are

The Smart city concept integrates information and communication technology (ICT), and various physical devices connected to the IoT network to optimise the efficiency of city operations and services and connect to citizens. [4][5] Smart city technology allows city officials to interact directly with both community and city infrastructure and to monitor what is happening in the city and how the city is evolving. ICT is used to enhance quality, performance and interactivity of urban services, to reduce costs and resource consumption and to increase contact between citizens and government.

-Peris-Ortiz Marta; Bennett, Dag R.; Yábar, Diana Pérez-Bustamante (2016). Sustainable Smart Cities: Creating Spaces for Technological, Social and Business Development

Advanced infrastructure developments for water management, power usage, traffic mitigation, green building design, and management of harmful greenhouse gases, are key elements of the dynamics of a Smart City.

-Mohanty, Saraju, 2016, "Everything you wanted to know about Smart Cities"; IEEE Consumer Electronics Magazine

There is no universally accepted definition of a smart city. It means different things to different people. The conceptualisation of Smart City, therefore, varies from city to city and country to country, depending on the level of development, willingness to change and reform, resources and aspirations of the city residents. A Smart City ideally aims at developing the entire urban eco-system, which is represented by the four pillars of comprehensive development- institutional, physical, social and economic infrastructure, so as to provide for the aspirations and needs of the citizens

-Smart City Plan website, 2015; Ministry of Housing and Urban Development, Gol

Different definitions of Smart Cities

migrate from the rural to the urban. There was an opportunity to tackle current global challenges like climate change and the employment crisis by adopting strategies to engage renewable sources of energy available in villages, by linking it to the rural youth. The juxtaposition of foreign developmental ideas which emphasise formal industrial corridors, onto an Indian context would

⁵ Refer to <https://www.epw.in/engage/article/dharamshala-smart-city-no-place-poor>

⁶ Refer to <https://www.epw.in/journal/2018/12/commentary/smart-cities-need-smart-villages.html>

only result in an ever widening gap at the heart of urban economy, where the lower classes are, by definition, excluded or always limited to the periphery. The mission completed four year of its implementation period and so far the only concrete outcome that can be seen is the demolition of houses in many parts of the cities participating in the Smart City initiatives. A report published by Housing and Land Rights Network (HLRN) in 2017⁷ claims that by demolishing the slums under Smart City, authorities are just conforming to the supposed aesthetic norms of a world class city as envisioned in the mission without taking into account the paucity of the housing facilities within the city. The implementation of the program in the last few years has not seen any concrete outcomes in the context of empowering the cities and ensuring a good quality of life for people. The Smart City mission seems to weaken the democratic structure of cities when it is supposed to be doing the opposite. The focus of the most of the studies done till now have largely been on a macro level analysis of the initiatives, concentrating on state wise funds released, used and the completion status of each project. A major gap in knowledge is the ground reality from the lens of urban poor and how they perceive the initiatives. The main understanding behind conducting this study is to put forth the voices of people for whom the policy was supposedly framed, and thus it is aimed at getting the voices of the urban poor out in the public domain.

The scope for conducting this study was immense and included a vast network of partners working for the urban poor in 12 cities covering 8 states all of which are included in the list of Smart Cities.

⁷ Refer to <https://in.reuters.com/article/india-landrights-evictions/india-evicting-30-people-an-hour-as-cities-modernise-activists-idINL8N1QD2BU>

Executive Summary

The Smart City program launched during the Modi government's first term, has seen four years of implementation across the designated cities. One major criticism of the government revolves around the utilisation of its budget. So far, only projects worth 6,160 crores have been completed. There have been 5,155 projects proposed, only 3,629 projects pursued and from that just 917⁸(25%) projects have been completed. There are many smart cities in the country where not even a single project has been completed. Out of 48,000 crores promised from the centre, only half of the money has been released, and even fewer funds have been utilised. Apart from the woeful financial situation of the Smart City programme, the harmful impact of the programme on people belonging to underprivileged sections of society is palpable purely in their inaccessibility to the technological solutions proposed. After spending crores of rupees on basic infrastructures like housing, and basic utilities (public hospitals, water, electricity), in the urban poor's perspective, no discernible change has been brought.⁹ The ABD (area based development) plans are creating unequal and arbitrary development in the city wherein a majority of the total developmental projects focus only on one particular area of the city to develop leaving others completely untouched. Along with that the creation of bodies like SPVs is highly contested as it undermines the power and autonomy of the ULBs in the country and make the democratic structure weak. The implementation of Smart City has displaced many people from marginalised sections from their original places of work and they ended up losing their livelihoods and houses. Such is the case of Indore, where more than 200 street vendors were shifted¹⁰ 2km away to carry out the restoration work that ended in them losing their livelihoods. There are many such stories which have been enumerated in this document.

This study employs the random sample survey method to conduct interviews of the urban poor falling in the designated ABD area of the Smart City, after a careful study of the city wise proposals. For the individual case studies we have specifically targeted the urban poor that are set to be directly affected by the Smart City Proposals. However, for the survey we have covered all sections of the society. The study covers 12 out of the 100 designated smart cities, which are major cities in 8 States all over the country so it has a fairly large scope in terms of coverage.¹¹

8 Refer to [http://smartcities.gov.in/upload/uploadfiles/files/SmartCityGuidelines\(1\).pdf](http://smartcities.gov.in/upload/uploadfiles/files/SmartCityGuidelines(1).pdf)

9 Refer to <http://www.newindianexpress.com/cities/delhi/2019/may/20/status-of-development-of-smart-cities-in-india-1979331.html>

10 Refer to <https://www.thehindu.com/data/what-is-the-status-of-smart-city-projects-in-india/article28441952.ece>

11 Refer to <https://thewire.in/urban/smart-cities-mission-reality>

The survey done in 12 ABD areas of the designated Smart Cities in the country reveals an even more shoddy and incomplete endeavour. In the survey, 50% people claim to have heard of Smart City but just 14% people claim to be aware of the components and features of Smart City. In the survey it was found that 67% people were not even aware of the fact that their household and workplace falls in the purview of the Smart City, which has a direct impact over their lives in one or other forms.

The facade of participatory governance in the Smart City program is highlighted in this study. When asked about their point of view of Smart City, a major segment of the people believe the Smart City was a program only for the sanitation and solid waste management. Just 22% people see Smart City as a program aimed at promoting citizen's governance and housing for urban poor. In the survey one of the significant findings was about people participation in the city proposal preparation, in which just 5% people claimed to have taken part in. 94% of the people did not see or referred to the city level proposal. The reason for not engaging much with the Smart City process most cited in the survey was no exposure to the information and no access to the city level proposal.

The positive changes that people think have come in the past three years are mainly in the field of access to education, access to electricity, better sanitation and health services. Negative and no changes are reported in the field of citizen's participation in governance, housing, urban mobility, digitalisation and many others. One of the striking results of the survey is that people belonging to the general category dominate in engagement with the Smart City program compared to the Dalit, Moolnivasi and Bahujan categories. The notion of annihilating caste roles and identity in the cities as envisioned by Dr. Ambedkar seems to be a distant dream as of now.

This report is aimed at highlighting the right of the urban poor who have faced displacement and eviction without proper rehabilitation from their workplace and homes in order to accommodate the Smart City Proposals in their cities. A huge population of slums falls under the ABD area. As seen in the survey, people in the ABD are not aware of the Smart City programme because the urban poor were not capable participating in the planning process using ICT methods. The designated Smart Cities are replete with stories that highlight the plight of street vendors, informal sector workers etc., who have been moved without their consent, with one day short government notices, to places where

Key Findings

they have lost their livelihood or their homes.¹² This study has focussed on the perceptions and realities of the people whose opinions are not sought after while development plans are imposed on them. The study will enumerate case studies from 12 cities which were collected by surveys of the urban poor within ABD classified areas of the designated Smart Cities. The reason behind conducting this study is that the previous literature covering the Smart Cities Programme focus solely on the amount of funds spent, the different avenues of raising funds, mostly left to the ULB's which have been advised to raise money from the PPP model and invite private players, consultants to engage in the process through tools like municipal bonds. The existing literature on the SCP also focusses majorly on the creation of business improvement districts in commercial areas to facilitate formal economic growth and an eco-friendly system. This study has tried to get the human, social perspective of the people most directly affected by the advent of Smart Cities. To gauge the costs, the knowledge and the realities of the urban poor unwittingly embroiled in the SCP is the fundamental reason behind this study. The government definition of Smart City says that a Smart City would mean different things in India than say, in Germany or France. Especially in low-income countries, smart cities are irrelevant to the majority of the urban population, which lives in poverty with limited access to basic services. A focus on smart cities may worsen inequality and marginalisation.¹³

¹² Refer to <https://thewire.in/urban/street-vendors-hawkers-elections>

¹³ As seen in "Watson, Vanessa; 2013. "African urban fantasies: dreams or nightmares?".

Key Findings

1. Lack of awareness of Smart City program-The survey findings indicate that only 50% of the people have heard of Smart City program in Area Based Development component where most of the projects under Smart City are supposed to be carry out.

2. People do not have the knowledge of Smart City even if they have heard of it---It also came out that even if people have heard of Smart City, they do not have knowledge of city proposals like its basic features, components, or the projects to be executed. According to our survey 86% of the people are not aware of the Smart City component; hence they do not know how it will impact their lives.

3. Majority of the people are not even aware that their areas fall under Smart City: The survey findings indicate that about 67% people are not aware that their areas fall under Smart City Proposal.

4. Participation of the people in the city proposal preparation is extremely low: Our survey findings indicate that only 5% people claim to have taken part in the city level proposal making process. Out of this around 18% participation came only from government employees. Classes like factory labour & daily wage labourers account for just 1% altogether.

5. Citizen's engagement with the city level proposal was extremely low-The survey reveals that of the people who have heard of Smart City, 92% of them have not referred to or seen the city level proposal made for their cities. The survey claims that the major reasons for not referring to the city level proposal are no exposure to the proposal (33%) and no access (15%) to it.

6. Very little improvement in the infrastructure of the city in last four years which Smart City mandates to bring about-The survey findings indicate that 45% people claim to have seen no change, 18% claims negative change and 36% claims there has been some positive changes in urban issues. Around 63% of the people are of opinion that there have been no positive changes in the city infrastructure with respect to the sectors planned under Smart City.

7. People believes that Smart City has not been able to address the core issues of the city which was essentials to improve the city functioning: The survey reveals that 80% people claims that there has not been any positive changes with respect to citizen's participations in the

governance and 77% claims no positive changes in the matter of housing have occurred in last four years.

8. Citizens' belonging to the Dalit, Moolnivasi and Bahujan categories have very low engagement with the Smart City program as compared to the General Category: The survey findings indicate that the 40 % of the people who have heard of Smart City belong to the Dalit and ST communities. However, in the categories of awareness regarding the feature and component of Smart City and the actual participation in the planning of the Smart City Proposals the General Category dominates as compared to the Dalit, Moolnivasi and Bahujans.

9. Extensive demolitions of housing dwelling units under Smart City: In urban areas there is already a huge shortage of affordable housing units for the poor and demolishing them in the name of Smart City like in the case of Varanasi, Ahmedabad and Indore is a huge consequence to bear for the urban poor.

10. The loss of employment because of the Smart City program: During the implementation of the city proposal in many cities, street vendors have been evicted from the road to either make it clean or conserve the heritage like in the case of Indore, Patna Delhi etc. The idea of city heritage does not include street vendors. Smart City program already has no focus on the creation of new livelihood opportunities for these sections but in fact it is only depriving them of their livelihood.

11. Coverage of the area under Smart City is very less: The coverage of population and area of the city under Smart City is very limited. The major focus of Smart City has been on area based development which on an average is not even 1% of the total area square km of the city and therefore reaching out not to even one quarter of total city population.

12. There is a structural problem with SPV and non-involvement of elected municipal body: The SPV's (special purpose vehicles) which are the bodies constituted for the planning and execution of the Smart City programme are exclusive and deny the local residents the right and the opportunity to participate in governance by virtue of it not including the ULB's in a major way.

Field research and grass root level outreach was required to conduct this study. With a presence of in more than 20 states and 25 cities, Indo-Global Social Service Society has a good network of organisations and groups working at the grass root level, hence this study was planned and executed successfully.

The study was done in 8 states covering 12 of its cities falling under the purview of Smart City programme. For the current study we have adopted the method of a composite narrative of both qualitative and quantitative tools. The study is based on the random sample survey analysis and individual case studies along with use of existing literature on the subject.

To conduct this study on Smart City Programme, our survey includes data of around 1,385 people collected through the random sample survey method including around 100 individual case studies in 12 designated smart cities. For the individual case studies we have specifically targeted the urban poor that are set to be directly affected from the Smart City Proposals. However, for the survey we have covered all sections of the society.

We studied the Smart City proposal of each city before conducting interviews of the people eventually chosen as the case studies. After studying the city specific plans, our team travelled to the designated places which came under the purview of the proposal. We then visited the construction sites/the places where the projects were supposed to have taken shape. Street vendors, rickshaw pullers, informal sector workers, basti dwellers and homeless people in and around these specific areas were then approached for our project related inquiries.

The major limitations of this study are:

- No accessibility to the government data which is incompletely available or unavailable in the public domain especially related to finance.
- Inaccessibility of government authorities that were contacted so as to get their opinions related to the city specific projects and other details

Proposed Smart Cities In India



The 12 designated Smart Cities surveyed in this study

Map not to Scale

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(Updated on 28th August, 2015)

INDIAN OCEAN



Profiles of the Smart Cities

Name of the City	Category of the city (ABD)	Total population coverage (ABD)	Total Area Coverage (ABD)	Total slum population MC
Varanasi	Tier 2	10.45%	7%	4.62%
Delhi	Tier 1	1.3%	0.15%	7.76%
Muzaffarpur	Tier 3	7.38%	13%	5%
Lucknow	Tier 2	2.18%	0.9%	2.17%
Bhopal	Tier 2	6.4%	0.4%	26.68%
Indore	Tier 2	6.11%	0.4%	30%
Ranchi	Tier 2	4%	0.3%	7.72%
Chennai	Tier 1	3.38%	1.63%	28.89%
Visakhapatnam	Tier 2	4.6%	0.6%	44.61%
Patna	Tier 2	3.05%	3.05%	36.41%

Varanasi





Homes and shops being demolished to make way for the Kashi-Vishwanath Corridor in Varanasi

Introduction of the city

Varanasi (also known as Kashi or Benaras) is one of the oldest living cities in the world. The city's prominence in Hindu mythology is virtually unrivalled. Varanasi has been a great centre of learning and pilgrimage for centuries¹⁴. With a view to solve the problems that accompany everexpanding urbanisation, Varanasi was also brought under the Smart City mission program with a focus on the restoration of its historical past. The cultural and mythological heritage of the city was a taken as a leverage point of the city to make it 'smart and prosperous like Kyoto of Japan', the Prime Minister Modi has been quoted saying.

Area Based Development component

The blueprints of the Smart City in Varanasi is said to have taken cues from its rich cultural history¹⁵. Therefore, the major goals of the Varanasi Smart City are to restore the rich cultural heritage of the city, rejuvenation & cleaning, making the city safe & promote tourism, facilitating the employment opportunities, smart public utility facilities and seamless mobility in the city¹⁶. The ABD zone that has been chosen is the area along the river Ganga comprising temple, Ghats, heritage land ranging to 1,389 acres^{17,18}.

The Progress of the Smart City work

As per the NITI Aayog report of Dec. 2018, 13 projects worth 293.7 crores have been awarded, 8 projects worth of 70 crores have been tendered and 12 projects worth of 763 crores are in the DPR stage^{19,20}. The work that has been carried out by the Smart City in Varanasi included such as development of water banks, signage board, facade improvements, installation of streetlights and many works related to the road development so far.

¹⁴ Refer to <https://varanasi.nic.in/history/>

¹⁵ Refer to http://smartcities.gov.in/upload/uploadfiles/files/Varanasi_SCP.pdf

¹⁶ Refer to <https://egov.eletsonline.com/2018/12/varanasi-the-smart-makeover-of-indias-spiritual-soul/>

¹⁷ Refer to <http://nnvns.org/userfiles/Smart-City-Project-Overview.pdf>

¹⁸ Refer to <https://www.census2011.co.in/census/city/153-varanasi.html>

¹⁹ Refer to http://smartcities.gov.in/upload/uploadfiles/files/Varanasi_SCP.pdf

²⁰ Refer to https://smartcities.data.gov.in/catalog/housing-slums-varanasi-city?filters%5Bfield_catalog_reference%5D=2909139&format=json&offset=0&limit=9&sort%5Bcreated%5D=desc





Raj Kishore - Boatman, Mallah community

“The city is undergoing renovation, because of which many homes and ghats are getting destroyed. The Smart City is a good idea and it will be good for the city hopefully but this is not the right process to make it happen”



Raju Chaurasia - Betel Leaf Vendor

“I run a paan shop. Heard about SCM, that it'll provide electricity roads, water and other basic needs. It hasn't happened yet but it will surely happen in time. Car parking is one of the biggest issue here and no solution has been found yet. We definitely do need a parking area. No one has come to ask our opinion about what kind of development should happen”



Savita Devi - Street Vendor on the Ghats

“All the people will be shifted from here somewhat forcibly for building the Smart City. We will stay around 2-3 months. In future ghat will not be here. This proposal against Government would give some money. But when we will get money I don't know. We would search a new house. It is being said road will be build. It is right, if there is no ghat, then what we will do? Searching for a new job is very necessary for us”

Reflections

The city of Varanasi aspires to become the soul of India through inclusive and innovative solutions which will enhance the quality of life while positioning itself as a cultural and spiritual destination in the world.²¹

Though the people of Varanasi want a Smart City but they don't seem to be satisfied with the actual realities and progress of it. Our survey findings from the ground indicate that 73% of the people in Varanasi have heard of Smart City but 71 % of them are not aware of its components and features. It was also found that around 91% of the people have not participated in the making of proposal and 83% people claim that they have not even seen the city proposal yet. The reason for not interacting much with Smart City process cited in the survey the most by people are no exposure and no access to the city proposal for them.

People of Varanasi have reported positive changes in the last five years in the field of electricity, digitalisation and sanitation etc., negative changes in the area of efficient urban mobility, public transportation and citizens' participation in governance and no changes in many others promised infrastructure to the city²².

Many houses have been getting bulldozed by the government in the Ghat area due to heritage restoration projects and therefore homes and livelihoods that were connected to the Ghat are now in a precarious situation. The case study of Savita and Raj Kishor clearly showcase the hardships faced by the urban poor because of projects that aim at beautifying the old city.

The heritage city plans for Varanasi did capture the imagination of the urban poor but the data from the ground consistently proves that these plans have not seen any considerable outcomes, and it definitely showcases the complete lack of inclusivity in the planning process, which is totally contradictory to all the claims in the SCP mission statement.

21 Refer to http://smartcities.gov.in/upload/uploadfiles/files/Varanasi_SCP.pdf

22 Refer to http://smartcities.gov.in/upload/uploadfiles/files/Varanasi_SCP.pdf

Delhi





SmartBikes in Connaught Place area in Delhi as part of the plan to promote cycling as urban mobility in Delhi

Introduction of the city

Delhi is the national capital of the country with semi-state status. Delhi has been continuously inhabited since the 6th century BCE²³. Modern Delhi is a cluster of a number of smaller subcities spread across the metropolitan region. Delhi is also one of the largest metropolitan cities in the country where a large number of migrant choose to settle²³. It is the largest commercial centre in northern India but is plagued with problems of air pollution, and was named the world's most polluted city in 2014 by the World Health Organisation.

Area Based Development component

The strategic blueprint of NDMC's Smart City Delhi is based on the foundation of building physical and social infrastructure and smart governance. Based on this, the NDMC city proposal has set the goals of enhancing inclusivity, the quality of life, social development and making the city world class^{24 25 26 27}. The crucial issue of air pollution was also tackled by suggesting the promotion of cycling and other eco friendly modes of urban mobility. The ABD area which has been chosen for the development of Smart City in NDMC is Connaught Place and its surrounding area of approximately 550 acres.²⁸

²³ Refer to <https://en.wikipedia.org/wiki/Delhi>

²⁴ Refer to <https://www.ndmc.gov.in/smart-city-ltd-website/pdf/Smart%20City%20Pt.pdf>

²⁵ Refer to https://ndmc.gov.in/pdf/Smart%20City%20Proposal_NDMC_RevisionV1.pdf

²⁶ Refer to <https://economictimes.indiatimes.com/news/economy/infrastructure/3-years-ater-launch-new-delhimunicipal-council-smart-city-work-in-progress/articleshow/68506918.cms?from=mdr>

²⁷ Refer to <https://www.thehindu.com/news/cities/Delhi/poor-allocation-of-govt-funds-mars-progress-of-smartcities/article26657912.ece>

²⁸ Refer to <http://www.indiaonlinepages.com/population/delhi-population.html>



The Progress of the Smart City work

New Delhi Municipal Council area, also known as the VIP area, stood 12th in the city challenges 2016 and was added in the list of 100 Smart City mission. Special Purpose Vehicle, considered soul of the Smart City was incorporated in 2016 but at the implementation and functional level it has just added the bare minimum number of officials. So far the NDMC SCL seems to be lagging behind in the progress of the Smart City work as it has spent merely 70 crores only. Out of 15 projects^{29 30} with the involvement of private players which is the backbone of the implementation, just three have been completed so far. The investment and involvement of the private sector is much lower than expected. Though private participation is lagging behind in NDMC SCL, Delhi seems to perform better on average project completion rates than the other states except MP³¹.

29 Refer to http://smartcities.gov.in/upload/uploadfiles/files/Delhi_NewDelhi.pdf

30 Refer to http://smartcities.gov.in/upload/uploadfiles/files/Delhi_NewDelhi.pdf

31 Refer to http://smartcities.gov.in/upload/uploadfiles/files/NDMC_SCP.pdf



Besu Jain- Vendor

“We have heard that one mall will be built in Sarojini market by removing the vendors. There is no place for the vendors in the Smart City .Vendors are harassed by the NDMC officials on a regular basis ignoring many orders and Street Vendors Act which protect us.The only progress that we have seen over a period of years in CP is the installation of a Spinning wheel and some parking slots.The Smart City should not harm the livelihood and pride of any person in the city.”



Suryakant Tyagi- Vendor

“What I believe is that Smart City is meant for the slums area which need some special attention not areas like this. Slums should receive attention and help. The only development that we have seen here is the installation of the statues at several places.”



Lokesh - Cab Driver

“We have heard that all the shops of this area like Kabadi Wala will be cleared. The place will be renovated and made clean but we don't know the exact plan for it. The Gole Market complex where there were more than 100 vendors have been removed by the NDMC when they won the case. The shops have been removed but the building has been lying like this for the last one and a half years”

Reflections

Queensland Australia's smart grid implementation, smart sewage treatment plant from California and water management from Jamshedpur India³² were some of the models used to inspire the NDMC's plan for Delhi. Our survey from the ground indicates that just 13% people have heard of Smart City and only 2% people are aware of the features of the Smart City and how it functions. In the survey we have not found a single person who has participated in the making of Smart City proposal. In the last five years' people have reported positive changes in the service of access to better health and education services, water electricity and sanitation. All these changes reported by the people are inclusive of all the projects implemented in NDMC area including the Smart City; however the work of current AAP government on the matter of education, water, electricity is already well documented. On the matter of citizen participation, e-governance, safety of women, housing, digitalisation and IT connectivity, people have reported no or negative change in NDMC Smart City area as highlighted in the annexure.

Taking the case of Gole market renovation and developing it into interactive museum investing worth of 35 crores rupees³³ the work has been completely abandoned for the past one and half years. As Lokesh says that many shop owners who were removed from the Gole Market have been made to disperse and have lost their business after they lost the legal cases against NDMC. The complex is still lying in a broken and deserted state and there seems to be no movement. Similarly, vendors have also become the subject of eviction in the hands of NDMC officials in the name of implementing the Scheme as witnessed by Mr. Jain, a vendor from the CP, which lies in the ABD area for the NDMC Smart City. A very pertinent question was raised by Suryakant, who questioned the need to include elite areas in redevelopment projects when the government's prerogative is to address poverty stricken areas. The Smart City of Delhi represents just 1.3% of the total population of the city and only 2.9% of the total areas. The money which has been allotted to implement this scheme for NDMC is just 196 crores against the promise of 500 crores over the span of five years.

The example of Smart City project in Delhi showcases a non-inclusive, inefficient and unnecessarily slow process. Choices of using the historically privileged spaces as ground zero for the project is also questionable as Smart City proposals were aimed at inclusivity of the marginalised.

32 Refer to https://www.ndmc.gov.in/pdf/Smart%20City%20Proposal_NDMC_RevisionV1.pdf

33 Refer to [http://smartcity.ndmc.gov.in/pages/pdf/Reso.%20No.%2024\(W-02\)-15.12.15.pdf](http://smartcity.ndmc.gov.in/pages/pdf/Reso.%20No.%2024(W-02)-15.12.15.pdf)

Muzaffarpur





A washer woman washing clothes at the banks of the Sikandarpur Mann Lake who is most likely to lose her livelihood on account of the Smart City Proposal as there is no alternative provided to her

Introduction of the city

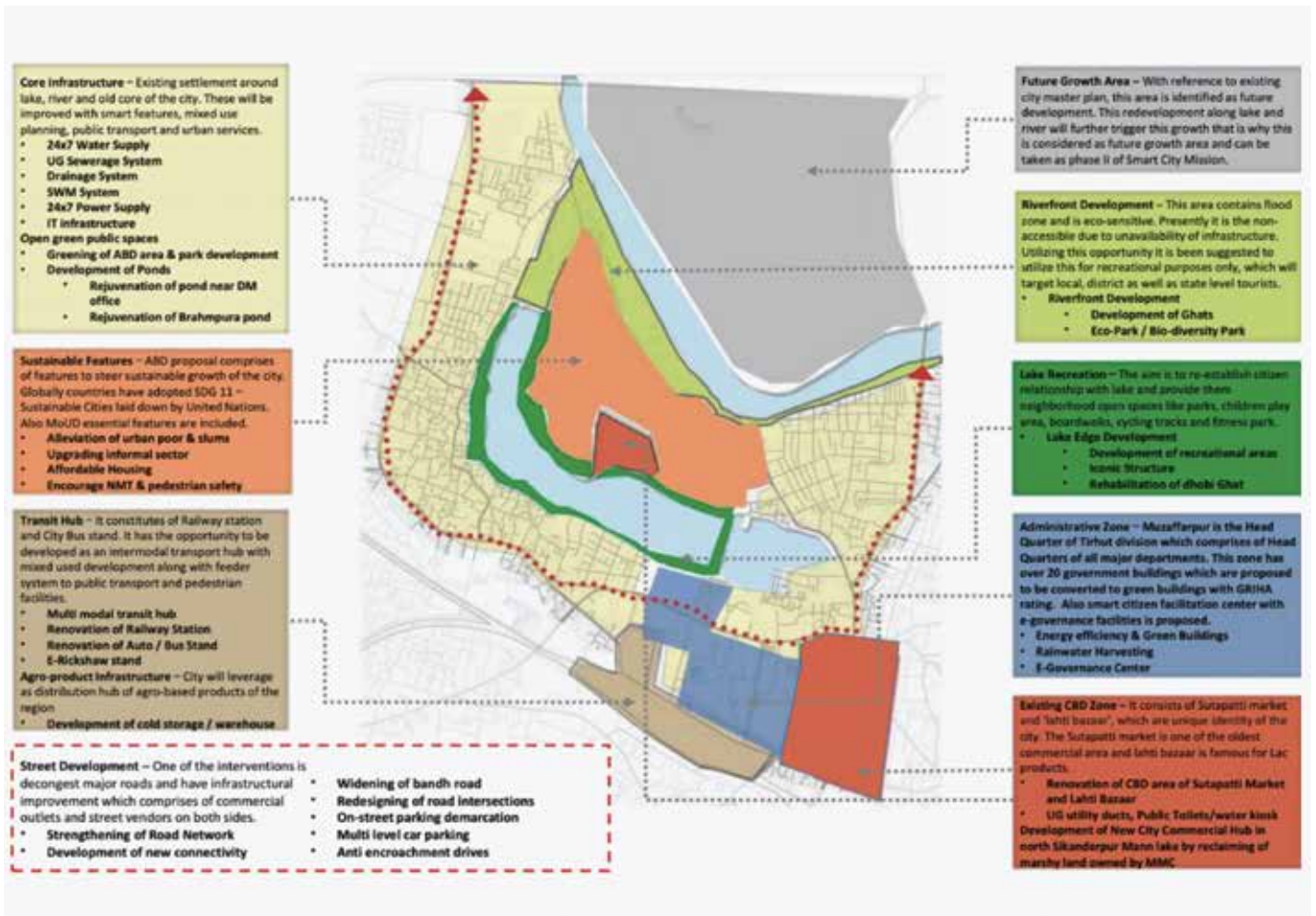
The fourth most populated district of Bihar³⁴ the city of Muzaffarpur is known as the 'Land of Litchi' in the country. This district was created to facilitate administrative convenience during the colonial period in 1835 within the administrative division of Tirhut and named after one revenue officer Muzaffar Khan. The city of Muzaffarpur has won the international encomiums of Shahee Lichee and China Lichee.

Area Based Development component

The component of Muzaffarpur Smart City includes six goals namely seamless mobility, an economically vibrant, well-functioning, ecologically sensitive and sustainable city. The total cost of the SCP is INR 1,580 crores comprising 1,268 crores for the Area Based Development proposal and INR 312 crores for the Pan City proposal inclusive of contingency provision and technical / admin support cost of INR 88 crores³⁵. The selected Area Based Development (ABD) site covers about 990 acres located in the northern part of the city and in between the Burhi Gandak River and the Sikandarpur Mann Lake including the existing residential and commercial areas - the CBD and Suttapatti market and a number of bastis.

34 Refer to <https://www.jagran.com/bihar/muzaffarpur-many-plans-approved-for-smart-city-muzaffarpur-willchange-18481422.html>

35 Refer to <https://www.bhaskar.com/bihar/muzaffarpur/news/smart-city-will-come-out-in-next-month-estimatedcost-for-the-138-billion-work-order-jubba-sahni-park-035521-3248293.html>



The Progress of the Smart City work

In order to start the Muzaffarpur Smart City work the SPV Board approved the projects worth of 58 crores in its meeting held in October 2018⁴⁶. The major projects include installation of erickshaw and mini bus stand, development of peripheral road from Akhada Ghat to Railway station, smart road from station to Bariyaa chowk and the development of a road from Sikandarpur Lake to Lakshmi Chowk. The approval of initial projects done in October worth 58 crores was revised again in November 2018 and raised to 138 crores rupees adding one more project of an integrated control and command centre in Muzaffarpur city.



Asha Debi - Washermen

“Yes, I know all about it. If my city will be clean then there will be progress in our country. Yes, we shall be jobless. Only government will take decision, everything does not run on public view. If this Sikandarpur Lake is beautified, we cannot use the facilities but our child can use properly. It is right, anyway, what government will decide that will be finalised”



Arun Kumar - Wholesale cloth market

“We have heard about the Smart City a lot but we will tell something only is some change will happen only. No suggestions are taken from our side when the the Smart City was getting planned. But we have just heard of changes like toilets roads etc. We have a major issues of not having roads, pollution, traffic jams. We are hoping to have the Smart City it in the future”



Zamuna Tiwari - Vendor beside lake

“If the lake is to be beautified, that will be problematic because those who are working under me will lose their jobs. We have our own homes, no one is living in colonies, we live happily. If the govt wants us to stop us, we cannot sell our goods, cannot survive. Of course I want a smart city, but the question of our livelihood is more important. If the government will take care of these questions, then it will be better for us”

Reflections

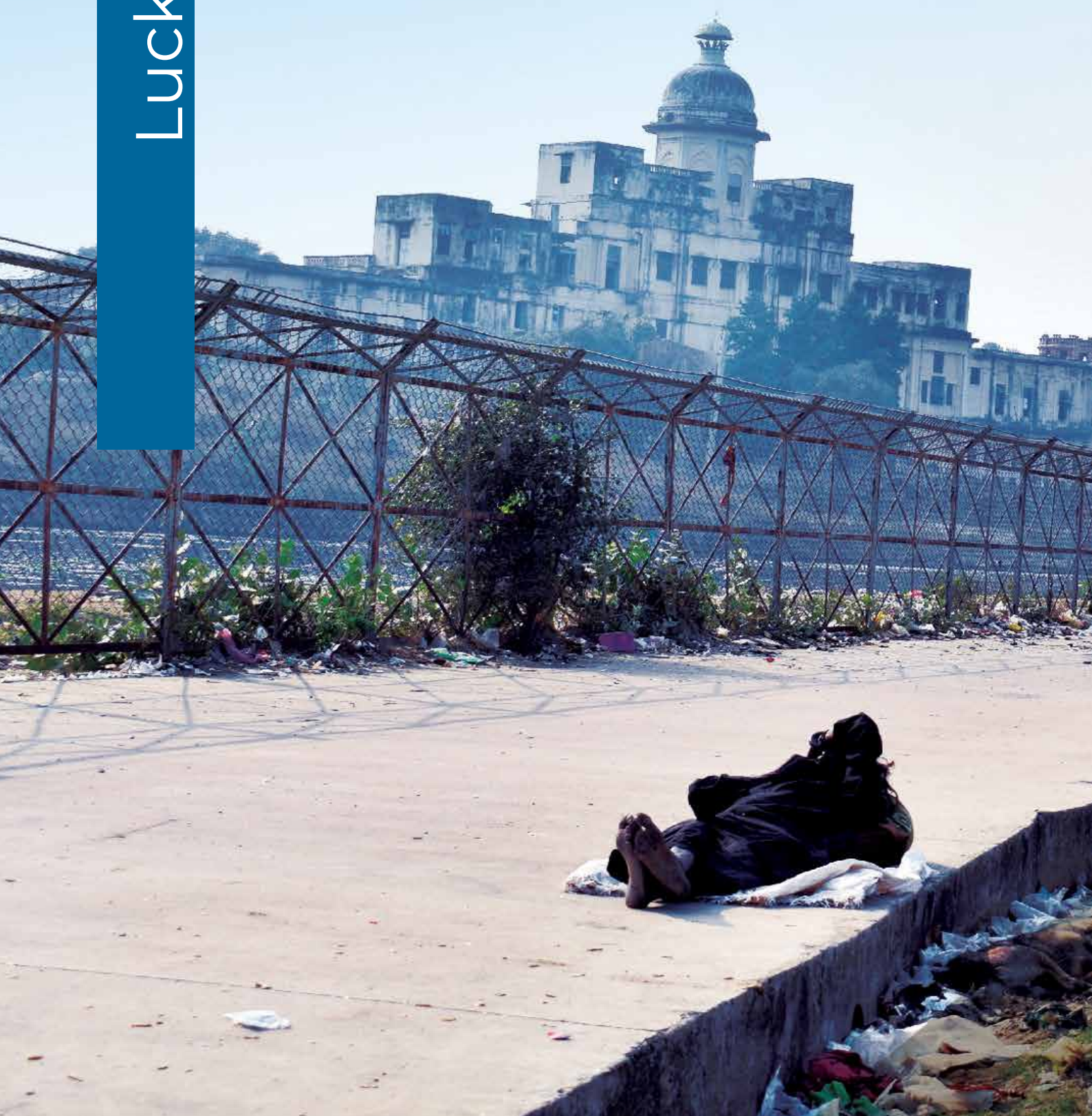
The Smart City of Muzaffarpur envision to achieve the goal of a sustainable city provided its citizens an efficient an accountable services and a qualitative life. One of the major focuses of the Muzaffarpur Smart City has been to develop it as a driver of the regional economy in North Bihar.

Our survey findings from the ground tell that about 56% people have heard of Smart City but none of them are aware of the features of the Smart City and how it actually functions. About 46% of the people are aware that areas fall under Smart City according to the survey. There is not even a single person we interviewed who has participated in preparation of the city proposal, even though the Smart City proposal directly affects their lives and livelihoods.

As part of the strategy of making Muzaffarpur ecologically sensitive there is a plan to redevelop the river, lake and to densify this area as it has the potential to drive economic growth. Though there is no progress on this so far but there is a huge threat of displacement of people working on the edge of lake. On the edge of the lake there are many people working and earning their livelihoods like washermen, fishermen etc. In the plan it is said that washermen working on the Sikandarpur Mann Lake will be rehabilitated. Asha Devi working at the edge of Sikandarpur lake for many years as a Dhobi (washermen) admitted to the fact that she will be left jobless if this project is implemented. She says that all the decisions are finalised by the government without any public consultations. There is another community at the edge of Sikandarpur Lake working as a fisherman across the Dhobi Ghat who are not even in the conversation about the rehabilitation plan. About 200-300 people will lose their livelihoods if this lake is 'beautified' says Lal Bahadur Soni, a fisherman. Arun Kumar from Sutta Patti area of Muzaffarpur which is to develop as a vibrant market for the city is yet to see any positive changes.

The coverage of population under the smart city project in Muzaffarpur is 7.38% of the total city area. In the matter of access to funds, its performance is very poor, where the city has just received 19 crores against the promised 500 crores from the central government as an assistance to the ULBS in the span of five years.

Lucknow





Gomti Riverfront park after street vendors were evicted, Lucknow

Introduction of the city

Lucknow, also known as the 'City of Nawabs', is a large city in northern India and also the capital of the state of Uttar Pradesh. The city is the most populous urban agglomeration of north India and famous for the 'Ganga-Jamuni Tehzeeb' which celebrates the unique syncretic culture of Hindu and Muslims. Lucknow has always been known as a multicultural city that flourished as a north Indian culture and artistic hub, and was the seat of the power of the 'Nawabs' in the 18th and 19th centuries³⁶.

Area Based Development component

The Smart City of Lucknow envisions enhancing the quality life of Lucknow's people leveraging the existent culture and heritage of the city. Lucknow Smart City proposes to invest about 1,475.44 crore in its area based development. Various other projects like integrated command & control centres, riverfront development, intelligent transit management system, smart roads, rejuvenation of old building and upgradation of health facilities are also part of smart cities mission in the city³⁶. The area which has been chosen for the ABD development of the city is Qaiserbagh which is one of the oldest inhabited areas of the city.

The Progress of the Smart City work

Two years after Lucknow was selected to be one of the 100 designated Smart Cities, it is not even in a position to launch a logo or a website for the Smart City³⁷. It has been ranked 40 out of 98 in the completion of the projects in the list of smart cities released in Feb 2019³⁸. The Lucknow Smart City also saw the presence of Chinese investors³⁹ to find a market for their products as it is also an aim to attract the investments. CEO of Lucknow Smart City claims that out of total 66 projects, 2 of establishing Gym and 9 projects from the convergence have been completed. In total projects worth of 283.61 crores⁴⁰ have been completed but many projects related to the development of facilitation to the slums, road development and beautification have been delayed due to various issues.been delayed due to various issues.

36 Refer to <https://en.wikipedia.org/wiki/Lucknow>

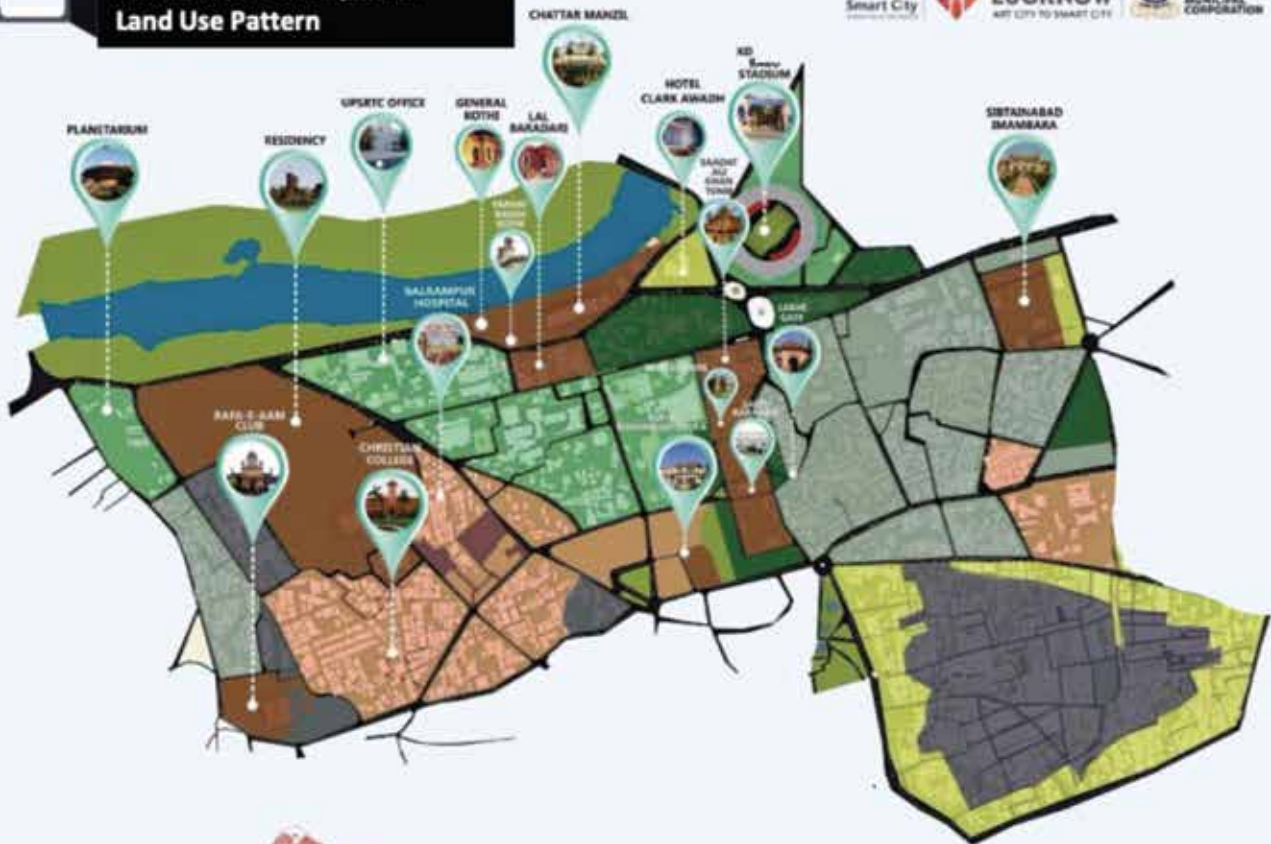
37 Refer to http://smartcities.gov.in/upload/uploadfiles/files/SCP_Lucknow.pdf

38 Refer to <https://timesofindia.indiatimes.com/city/lucknow/2-yrs-of-smart-city-mission-but-lucknow-doesnthave-a-project-website-and-logo/articleshow/59304648.cms>

39 Refer to <https://www.amarujala.com/lucknow/40th-place-of-lucknow-in-country-in-smart-city-ranking>

40 Refer to <https://www.amarujala.com/lucknow/china-will-help-in-making-lucknow-a-smart-city>

Area Based Development – Land Use Pattern



BUILT FORM



GREEN SPACES



ASI BUFFER ZONE



LAND USE PLAN & AREA LANDMARKS

- GOVERNMENTAL PUBLIC SECTOR
- INSTITUTIONAL AREA
- RESIDENTIAL / COMMERCIAL AREA
- RESIDENTIAL AREA
- COMMERCIAL AREA
- HERITAGE AREA
- GREEN AREA





Ashok Ji - Washerment

“Really I don’t know about Smart City. But we are now discussing with each other that Qaiserbagh will become Smart City, but nothing has happened so far. If Smart City will start then we will lose our place. We will be transferred on the other side. But if its happening they have to provide us one place to work. and then I have no problem. Only cleaning the river is not enough. There is no water passing system. That’s why all the drainage water falls on Gomati River.”



Mishri Lal - Boatman (Nishad Community)

“Not many changes have happened except little bit cleaning work. All the sewer water of the city are coming in the Gomati River only as you can see all the filth here. Because of the sewer water in the river , it is stinking and no tourist want to take a ride in the river, hence the business have fallen down. Two parks were proposed under River front development in the Gomati River but in the last one year not much has happened so far”



Raju Yadav - Street Vendor - Qaiser Bagh

“Many years ago, 12 kings used to stay here who fought against the British. The king made a club named “Rikai-Um”. It is very famous till today. Many famous people have played in this badminton club. This was a famous monument but now it is dilapidated. Nothing has happened here until now, probably a budget issue. There is a big water logging problem here, which causes problems at this city station, and Ballygunj area”

Reflections

In the survey conducted in the city it was found that about 48% of the people have heard of Smart City but just 1% of them are actually aware of its components. About 22% of the people are aware of the fact that their areas are falling under Smart City but none of them have participated in the preparation of Smart City proposal. The reasons for not referring to the city proposal or engagement with the Smart City is limited or no exposure to the proposal and the language barriers as the document is made only in English. Positive changes have been reported by the people in the field of electricity, digitalisation and access to the health and education services and a negative or no changes in the field of citizens' participation, IT connectivity, and urban mobility.

As pointed out by Raju Raf-e-alam⁴¹ the cultural heritage of Lucknow was supposed to be at the forefront of the Smart city proposal with the aim of developing sites like Morris Market etc. to solidify the city's status as a cultural hub. But as hinted above no progress seems to have taken place for the renovation of many landmarks as they are still lying in dilapidated conditions. Lal Bardari is the only place which is claimed by the Lucknow Smart City CEO⁴² to have been renovated yet.

Under the Smart City plan, Gomti River was planned for the river front development with facilities such as musical fountain, cultural performance amphitheater, formal park⁴³ etc. but as Mishri Lal a boat rider for many years in Gomti river says the river has become a dumping place for all the sewage water. Some work Lal claims was started about a year ago of cleaning but was abandoned and this river has become a place of filth and dirt, however no one comes here to take a ride in the river because of this.

The city of Lucknow has a population of 32 lakh but the ABD area which is the main focus of the Smart City covers not even 1% of the total area of the city⁴⁴. The ULB of the Lucknow city has received just 196 crores so far against the promised 500 crores.

The idea of Lucknow Smart City seems to be integrated to the present day realities of the city but the results from the ground reflect no similarities to what is planned and envisioned in the proposal. One of the major focuses given to the cultural heritage in the city proposal has brought almost no changes in the city and CEO of Lucknow Smart City has himself admitted issues in the implementation of projects⁴⁵, thus it becomes unclear where the Smart City plan of Lucknow stands as of now.

⁴¹ Refer to http://smartcities.gov.in/upload/uploadfiles/files/Annexures_Lucknow.pdf

⁴² Refer to http://smartcities.gov.in/upload/uploadfiles/files/SCP_Lucknow.pdf

⁴³ Refer to <https://egov.eletsonline.com/2019/08/transforming-lucknow-into-a-smart-clean-prosperous-city/>

⁴⁴ Refer to http://smartcities.gov.in/upload/uploadfiles/files/Annexures_Lucknow.pdf

⁴⁵ Refer to <https://egov.eletsonline.com/2019/08/transforming-lucknow-into-a-smart-clean-prosperous-city/>

Bhopal





Broken houses in TT Nagar but no progress in 4 years
of the Smart City Programme in Bhopal

Bhopal

Introduction of the city

Bhopal is the capital city in the central Indian state of Madhya Pradesh. Bhopal has a very vibrant history as it was ruled by Nawabs as a princely state under the British rule, which then merged with the union of India after 1947 when the erstwhile nawab Hamidullah Khan⁴⁶ resigned in the favour of the union. The city is also infamous for the gas leak tragedy of 1984 by the company Union Carbide India Ltd. where thousands of people died⁴⁷.

Area Based Development component

Bhopal has many qualities such as being a hub for the mini industries & enterprises, green spaces, educational hubs, and has great potential of developing as a tourist destination. The city proposal of Bhopal aims at advancing the potential of the city's business and industry, leveraging the educational hub, to bring about economic opportunities for small businesses and promote tourism⁴⁸. The city proposal of Bhopal aspires to achieve all these goals through attaining sustainable growth with a major focus on environment. The ABD area chosen for the development under Bhopal Smart City was first Shivaji Nagar which was later shifted to the TT Nagar after massive protests from the citizens including powerful officials from the government itself.

46 Refer to <https://timesofindia.indiatimes.com/city/bhopal/smart-city-work-in-fast-lane-at-tt-nagar/articleshow/62845451.cms>

47 Refer to <https://www.freepressjournal.in/bhopal/bhopal-60-projects-under-smart-city-completed-says-mayasingh>

48 Refer to <https://www.hindustantimes.com/bhopal/bhopal-smart-city-project-shifted-to-north-tt-nagar-afterprotests/story-BUVh9POP7i8im3udtmIBcL.html>



The Progress of the Smart City work

As far as the progress is concerned, in Feb 2018 three new schemes, Smart market, integrated command and control and smart road were introduced and aligned with ABD area of TT Nagar⁴⁹. In Bhopal Smart City 16 projects worth of 1,207 crores have been completed according to the reports and work on 22 projects worth of 478 crores is ongoing⁷⁴. The massive protests in the aftermath of the choice of Shivaji Nagar as the ABD component of Bhopal highlights the extremely limited involvement of the public in the planning process. The picture of Bhopal Smart City from the lens of our surveyors is gloomy and gruesome. The city aims to become 'smart' at the expense of the poor. The reports state that about 11 schools, 1 hospital and two slums are to be razed. There are many stories like this stories like this just not given a voice until now.

The Bhopal Smart City with a focus on lakes & greenery, its heritage and

⁴⁹ Refer to <https://scroll.in/article/910434/as-bhopal-is-recast-as-a-smart-city-poor-residents-worry-if-they-will-have-a-place-in-it>



Golu Malviya - Security Guardt

“Smart City will develop in our city. The grass has been rooted for nice gardening. However a nice garden is not important for us. It is only useful for rich people’s daughter. I thought that the economic condition will become strong through this Smart City project. Most of the time Chunapatti area is congested by traffic. So I want a good transport and drainage system. Then it would be clean and smart”



Mohammad Ansari - Labourer

“Yes I know about the Smart City. All the building has been broken. The new building will be constructed. All people would be transferred from their own place to another place. There is lots of problem. There is no drinking water system, no bathroom, no road has been constructed. I want the Smart City to be build for poor people”



Dilip Lalwani - Businessman and Politician

“Yes I have been engaged with Smart City work and I know it has been unjust on poor people. It is no the right way to make a city smart. There are many places in Bhopal and Madhya Pradesh where development is needed but none has occurred. A huge building can only make a city, not a smart City. In the name of Smart City, money is being wasted”

Reflections

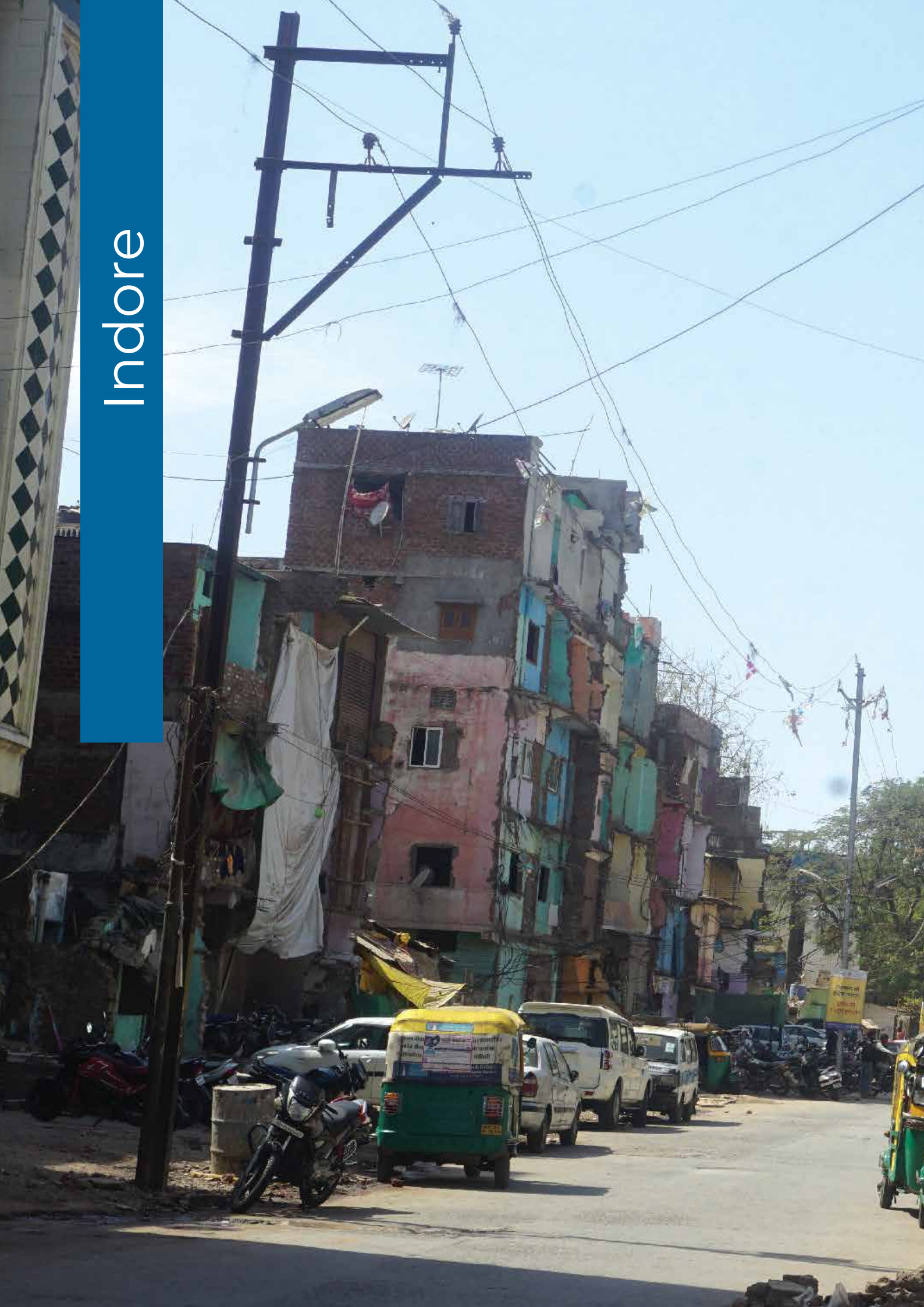
destinations envisions becoming a leading destination for smart, connected and eco-friendly communities. It aspires to become a hub for education, research, entrepreneurship and promotion of tourism. The idea behind the city proposal of Bhopal seems to be admirable but the ground reality showcases an entirely different picture.

From the survey it was found that about 57% of the people have heard of Smart City and 75% of those people are aware of the component of Smart City and how it functions. Comparatively, more people are aware of the Smart City component in Bhopal. It also appears that just 1% of the people have participated in the city proposal preparation and only 5% people have had access to the to the city level proposal.

As Golu Malviya indicates, Bhopal Smart City tends to cater to the rich who demand better services in the city. As many homes, buildings are bulldozed by the government to implement the Smart City, hundreds of poor families are related to the road. The fact that Smart City of Bhopal is meant for the rich can be understood from the fact that the ABD area was shifted from from Shivaji Nagar to TT Nagar, as Shivaji Nagar is a predominantly well-off neighbourhood. But when the houses of the poor are bulldozed no attention is given from the government to rescuing or protecting them.

The Bhopal Smart City covers just 0.4% of the total area of the Bhopal city under its ABD plan which also includes almost all of the basis and its surrounding areas, leaving them vulnerable to changes they had no part in designing.

Indore





Homes and shops demolished under the Smart City Programme in Indore

Introduction of the city

The city of Indore has a very rich history which includes being part of multiple empires at different eras. The city is has attained great importance in the matter of commerce in the western region of Madhya Pradesh. Indore has been also ranked as India's cleanest city three years in a row as per the Swachh Sarvekshan for the years 2017, 2018, and 2019.⁵⁰

Area Based Development component

The Indore Smart City proposal has set goals aligning with the national goals of Smart City and transform the city into a destination hub for the investment, inherit its history & culture, it will incubate the urban workforce, achieve sustainable urban mobility with a special focus on the environment, rejuvenation and restoration of city's urban form⁵¹ etc. The area chosen for the ABD development under the Smart City mission of Indore city is Rajwada area.

The Progress of the Smart City work

According to the Indore Smart City web page there are 48 projects currently in progress worth of 2320 crores where most of them have crossed the estimated timelines⁵². The Indore Smart City is highlighted in the country because it is one of the first 20 selected smart cities in the country expected to be completed by 2021. The performance of this city was supposed to be a positive blueprint on how the rest of the designated cities were to go about implementing their proposals. After the initial reviews, the Indore Smart City stood 14th in the list of 98, a 7 place jump from 21⁵³. To complete the projects in time the District Collector of Indore seems to be very eager and has ordered the officials to swiftly carry out the demolition drives against the encroachment in the ABD zone. As the progress of Indore Smart City is accelerating, so is the number of demolitions taking place in the city. According to the report about 110 houses have been demolished from the Bhuri Tekri which houses a Dalit community⁵⁴. It seems many people are on the edge to be forcefully evicted without any alternative, as the Smart City work will run right through the slum areas in the jurisdiction of the Smart City proposal.

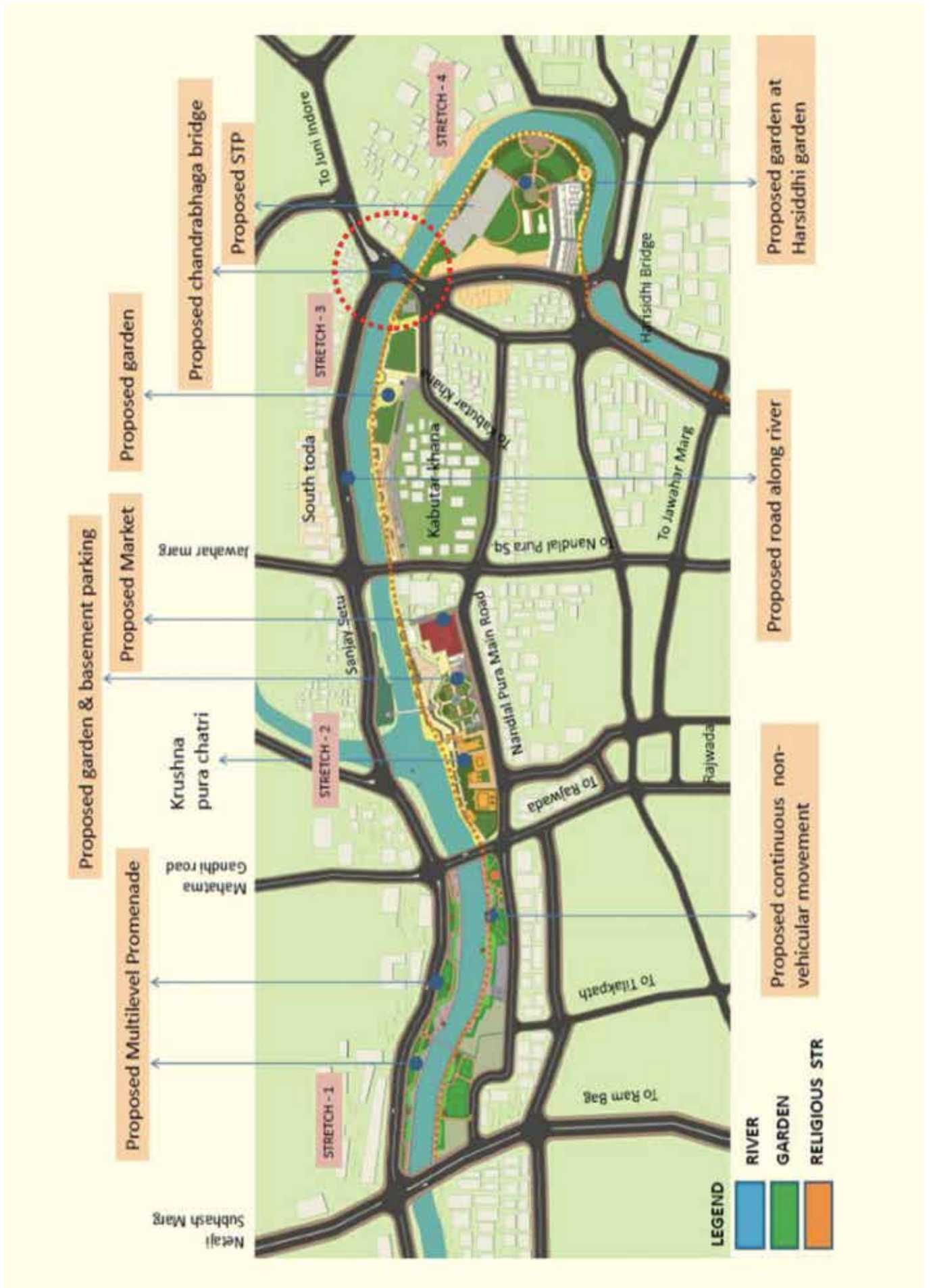
⁵⁰ Refer to <https://indore.nic.in/en/history/>

⁵¹ Refer to https://smartnet.niua.org/sites/default/files/resources/Indore_SCP.pdf

⁵² Refer to <https://www.smartcityindore.org/ongoing-projects/>

⁵³ Refer to <https://www.freepressjournal.in/cmcm/indore-ranks-14th-in-smart-cities>

⁵⁴ Refer to <https://thewire.in/urban/is-indores-smart-city-drive-all-about-forced-evictions>





Md. Mustaf Asif - Retired Professor

“This is a very old area of the city and is not required to become a smart city. Initially this area was not even part of the proposal but because of some political decision it was chosen later. In the 2021 master plan, only an 18 metre road is to be made in this area, but for the SCP, a 22 metre road is going to be constructed, for which many houses have been demolished unnecessarily”



Mahendra Jain - Shop Owner- Rajwada

“Nobody came to take our suggestions on smart city, they only had sent a notice to our shop. They threatened us to shift to another place within 12 hours. They didn't pay any money, however, they destroyed 200 shops. Today we have no customer at the new places we have been shifted to. We have lost everything. The smart city has more bad effects. I used to have five labour, but now I have none. All labour are jobless.

Nothing is happening except loss”

Reflections

The survey findings from the ground reveal that in the city of Indore about 86% of the people have heard of Smart City and only about 46% of them are aware of the different components of Smart City. The information regarding the Smart City among the people in the city is far greater than the other cities comparatively. The city also performed relatively well when it came to the people knowing that their areas falling under the Smart City as 24% of them have also participated in the preparation of city level proposal. But one of the interesting things that have come up in the survey is that despite having a good engagement of the people with Smart City proposal, 71% of the people claim that their problems and suggestions were not given priority in the city level proposal.

In the rat race of categorising the projects as finished, people who are perceived to be 'coming in the way' are getting ruthlessly uprooted against their will. Like Md. Mustaf Asif is hinting, Indore Smart City has big plan to expand and improve the network of roads and it will just bulldoze one ignoring the master plan of the city. According to Md. Mustaf Asif the road is getting expanded to more than 22 meters⁵⁵ in width against the master plan provision of 18 meters for every road and for that purpose as many as 200 houses have been demolished by the authorities so far in Bhuri Tekri. Sandip Chandan who has been visiting the temple on Kahn River for many years says that smart city is just about political rhetoric and no work seems to have started yet. He says that there is talk about creating gardens and parks but it is has very little use for the poor. The Kanha Chatri and Kanh river⁵⁶ is part of Smart City Indore but so far the places have not changed at all. Like Mahendra Jain mentions in the case study, hundreds of vendors have been also evicted and shifted two km away⁵⁷ under the restoration project of Rajwada where if they won't lose their livelihood, it will be significantly reduced

The Indore Smart City largely focuses on the ABD area component that covers just 6.1% of the total population of the city and only 0.4% of the total area in the city. The city has a huge slum population of 28,625 falling under the ABD plan of the city who unwittingly become the worst sufferers in the hastily implemented SCP.

⁵⁵ Refer to <https://www.smartcityindore.org/transportation/>

⁵⁶ Refer to <http://smartcities.gov.in/upload/uploadfiles/files/indoreAnnexures.pdf>

⁵⁷ Refer to <https://thewire.in/urban/street-vendors-hawkers-elections>

Ranchi





A toilet and water dispenser built on the roadside as recommended in the Ranchi Smart City Proposal

Introduction of the city

Ranchi is capital of Jharkhand in north east of India. Ranchi is the land of freedom struggle and also the place of brave tribal leaders Birsa Munda who stood against the British and fought against their discriminatory forest laws⁵⁸. However Ranchi still falls in the list among the 250 India's most backward districts of the country and receives special grants from the Backward Regions Grant Program for its development⁵⁹.

Area Based Development component

The Ranchi Smart City has 14 goals to achieve with a major thrust on creating adequate provision for the physical & social infrastructure, ensuring socio-economic development of the city, fiscal sustainability, adopting smart principles for the city planning, development and management⁹⁶. The city proposal has a major thrust to leverage the education and youth population and integrate it with the bigger picture of the city development. For Ranchi Smart City the ABD areas that has been selected is Dhurwa-Jagannathpur, which covers the area of Jharkhand State Assembly as well⁶⁰.

The Progress of the Smart City work

The city of Ranchi was chosen for the Smart City mission program in the second round whose foundation was laid by Vice-President M. Venkaiah Naidu in September 2017⁶¹. The selection of the city for the Smart City was a good choice as special focus on a backward state might help it to grow better. But work for the city started very late, as late as by March 2019 with an initial fund approval worth 10,500 crores⁶². There have been several issues getting clearances for the land. Surprisingly even without getting much work done on the ground as of now just the tenders have been passed by the government for the concerned projects, Jharkhand state is classified as number one in implementing the Smart City program in the country. In the city wise ranking released in January 2019, Ranchi has secured the third spot in the list of 94⁶³ cities.

⁵⁸ Refer to <https://ranchi.nic.in/history/>

⁵⁹ Refer to https://en.wikipedia.org/wiki/Ranchi_district

⁶⁰ Refer to https://smartnet.niua.org/sites/default/files/resources/SCP_Ranchi.pdf

⁶¹ ⁶² Refer to <https://www.telegraphindia.com/states/jharkhand/ranchi-smart-city-work-to-begin-this-month/cid/1684965>

⁶² Refer to <https://www.dailypioneer.com/2019/state-editions/jharkhand-leads-at-smart-city-projectimplementation.htm>

⁶³ Refer to http://smartcities.gov.in/upload/uploadfiles/files/SCP_Ranchi.pdf





Vikas Kumar - Betel Leaf Stall

“Yes I know Smart City is being under process. Government said, development essentially focuses on wide smooth road, fast vehicle mobility, high rise buildings. Though, it's not happening. I have no license. I want a new shop, but market is not being prepared for us”



Jagmendar - Vegetable Seller

“Yes, I know we will be jobless if the Smart City is implemented. Only government takes decision. Everything does not go on public view. Though toilets and water system are now available for us, we have so many other issues here. Government often give us a kick on our belly. I have no license even”



Manoj Kumar - Fruit Vendor HEC Area

“Yes I know that Smart City is being constructed by HCL project. Smart city have two sides, one loss and one profit, because if the city will be smart then it is good for rich people, but it won't allow any vendors, so it'll be very bad for poor people. Poor people will lose their livelihood”

Reflections

Survey findings from the ground indicate that 61% of the people have heard of Smart City but just 6% of them are aware of the features and components of the Smart City. In the survey it was also found that about 41% of the people are aware of their area falling under Smart City purview but none of them have reported to be part of the city proposal preparation. The city level proposal of Ranchi has been seen only by 5% of people and the reason reported for not engaging much with the Smart City the most, is no exposure and no access to the city proposal. Also 99% people claims that their problems are not given priorities in the proposal. In the survey people have claimed to see the positive changes largely in the field of electricity, access to education and sanitation and negative and no changes are reported largely in the field of access to water, citizen's participations in the governance, housing, urban mobility, safety for women etc. So infrastructure like housing, urban mobility, safety of women, citizen's participation in the governance etc. which is required the most, has seen no changes or a negative change in the city is what the survey findings indicate.

As indicated by Manoj and Jagmendar in the case studies to develop the ABD area next to HEC Company many projects such as related to the Urban Mobility, Education, Housing, setting up of institutions, commercial spaces etc. are planned to be brought in the area⁶⁴. However, there are hundreds of street vendors who do not have even the license and they have not even participated in the city proposal preparation. They are afraid of getting evicted once the project are started and will lose their livelihood. In the city proposal of Ranchi, the vendors are not even mentioned about their rehabilitation plan and also no plan to set up a market for the vendor as there is a street vendor's 2014 act also⁶⁵. They are seeing Smart City as a tool by the government to remove the poor from the city.

Under the ABD area, the Ranchi Smart City proposal covers just the 4% and 0.3% of the total population and total area of the city respectively⁶⁶. It is clear that there is minimal effect of the smart city proposal and even the areas it claims to effect has seen hardly any meaningful changes.

64 Refer to <http://www.ranchimunicipal.com/docs/SCP-Ranchi.pdf>

65 Refer to http://smartcities.gov.in/upload/uploadfiles/files/Annexures_Ranchi.pdf

66 Refer to <http://www.ranchimunicipal.com/docs/SCP-Ranchi.pdf>

Chennai





A lone female vendor tries to put up her fruit stall after the fruit market vendors have been evicted along Thyagaraj Nagar in Chennai

Chennai

Introduction of the city

Chennai is the capital of the Indian state of Tamil Nadu. Located on the Coromandel Coast that lies on the Bay of Bengal, it is the biggest cultural, economic and educational centre of South India. Chennai is among the most-visited Indian cities by foreign tourists. The Quality of Living Survey rated Chennai as the safest city in India. Chennai attracts 45 percent of health tourists visiting India, and 30 to 40 percent of domestic health tourists. As such, it is termed “India’s health capital”. As a growing metropolitan city in a developing country, Chennai confronts substantial pollution and other logistical and socio-economic problems⁶⁷.

Area Based Development component

The theme of the Chennai Smart City proposal is to make Chennai ‘a city for the everyone’. The major goals that the city proposal have set to achieve for the city is to implement Non-motorised Transport Policy 2014, storm water management, water, solid waste and sewerage management, energy efficiency and pollution control⁶⁸. Along with that Chennai is also selected to become the member of 100 cities transforming into a resilient city. The ABD area selected for the Chennai Smart City is TN Nagar.

67 Refer to <https://en.wikipedia.org/wiki/Che>

68 Refer to <http://chennai.citizenmatters.in/smart-city-budget-5557>



The Progress of the Smart City work

The Chennai Smart City is ranked 37th among the list of 99 cities for implementing the Smart City in the list released by Ministry of Housing and Urban Affairs in Jan 2018. The ranking has come down from the list released in 2016 where Chennai has stood at 17th position. With the deadline ending in 2020 to complete the Smart City, many reports claims that it will be very difficult for the authorities to finish off the work in time. The Chennai Smart City has 12 projects still going on, with seven projects who's DPR is underway and five projects whose DPR are yet to be prepared⁶⁹ and looking at the deadline it seems to be impossible to achieve. The civic body of Chennai has spent 5 crores so far and completed projects like Namma Chennai mobile app, smart classroom and LED street light etc⁶⁹. It is said that nine projects such as integrated utilities facilities using GIS, facility of pedestrian in TN Nagar, parking lots, children park are to be finished off by the end of 2018⁷⁰. Project related to water management are also underway and expected to be finished off by the end of July 2019⁷⁰.

69 Refer to <https://timesofindia.indiatimes.com/city/chennai/whats-wrong-with-chennais-smart-city-project/articleshow/64655367.cms>

70 Refer to <https://www.thehindu.com/news/cities/chennai/7-smart-city-projects-to-be-completed-this-month/article25528727.ece>



Shanthi - Flower Business

“We used have better business, only when vehicles go in this road our business thrives, now they have closed this area and hence our business is affected. Even the big shops do not have business, they removed platform shops and no one has business, even big shops do not have business. If there are platform shops people come and everyone has business, now. With Smart City there will be battery-operated vehicles, even people who come in cars don't buy, how will people who walk, buy?”



Kumar - Flower Vendor

“I have heard about the Smart City but government has not informed us of anything else. They shifted our shop for the Smart City. Because we did not get shops based on our demands we have not paid rent for 5 years, All he vendors are together on this issue. Our livelihoods and business is affected. There are many flower shops and I have been selling flowers for 35 years. Now this road has been declared a one-way and people who have to buy flowers have to park far away and walk a long way. This has threatened our livelihood”



Thandabani - Fruit Seller

“I have heard that they are doing some work under the smart City, platforms are extended and the road is made into one-way. There is no business. We are suffering because of no business. We have nothing, no business. At times it is difficult to survive the day. There are no customers. There is no livelihood, I am wondering if I will have to work as a watchman or a coolie. 5-6 years ago, they were evicted and given some small space in a building nearby. They are building some parking lot nearby, which will obviously not benefit the poor”

Reflections

The survey done in the ABD area of Chennai shows that just 20% of the people have heard of Smart City and just 3% of the people have aware of the component and features of Smart City. In the survey just 8% of the people claim to be aware of their area falling under Smart City and 15% of the people have seen the city level proposal. The reason for not engaging much with the Smart City program the most according to the survey is of no relatability and no exposure to the city proposal. People claim to have received positive changes in the field, such as efficient urban mobility, e-governance, public transportation etc. and no or negative changes in the field of environment, water, electricity, housing, citizen's participation in the governance etc⁷¹.

The Chennai civic body has a special focus on smart mobility like developing the pedestrian and its expansion (King size foot path) which is done in the ABD area to facilitate efficient urban mobility⁷². But this project has a very negative impact over the livelihood of the people like Kumar, Santhi, some flower vendors who have shops on the foot path in TN Nagar as indicated in the case studies. The business of these people has been drastically affected because of the foot path expansion work by the civic body in order to implement the Smart City. Many vendors are getting cleared without any alternatives, for the ongoing multi-level parking project of Smart City.

As the focus is more on ABD the Chennai Smart City covers just 3.38% and 1.63% of the of the total population and total area of the of the city under its ABD plan. The city has an enormous population of about 28.89% of the total population of the city's slums in ABD who will be impacted once the Smart City projects kick off on the ground.

While talking of inclusivity, the Chennai smart city plan treats the urban poor, street vendors, bats dwellers as spectators of the city rejuvenation endeavour. The eviction of street vendors without consulting them in the planning processes and without providing alternatives to their homes and livelihoods shows the disregard of the city planners and implementers.

71 Refer to <http://smartcities.gov.in/upload/uploadfiles/files/ChennaiSCp.pdf>

72 Refer to <https://cscl.co.in/focus-areas/smart-mobility>

Visakhapatnam





Sea shell vendors were given proper vending zones on the beach front in RK Beach area in Visakhapatnam

Introduction of the city

Visakhapatnam is the largest city and the financial capital of the Indian state of Andhra Pradesh. The city is the administrative headquarters of Visakhapatnam district and state headquarters of Indian Coast Guard. Its geographical location is amidst the Eastern Ghats and the coast of the Bay of Bengal. Visakhapatnam's is one the fastest growing cities in the world with a GDP of \$43.5 billion. It has a robust IT sector, vibrant Pharma sector and is being promoted as a major FinTech capital. For these purposes the SCP of Visakhapatnam should be aiming at reducing burdens to smooth business and service delivery⁷³.

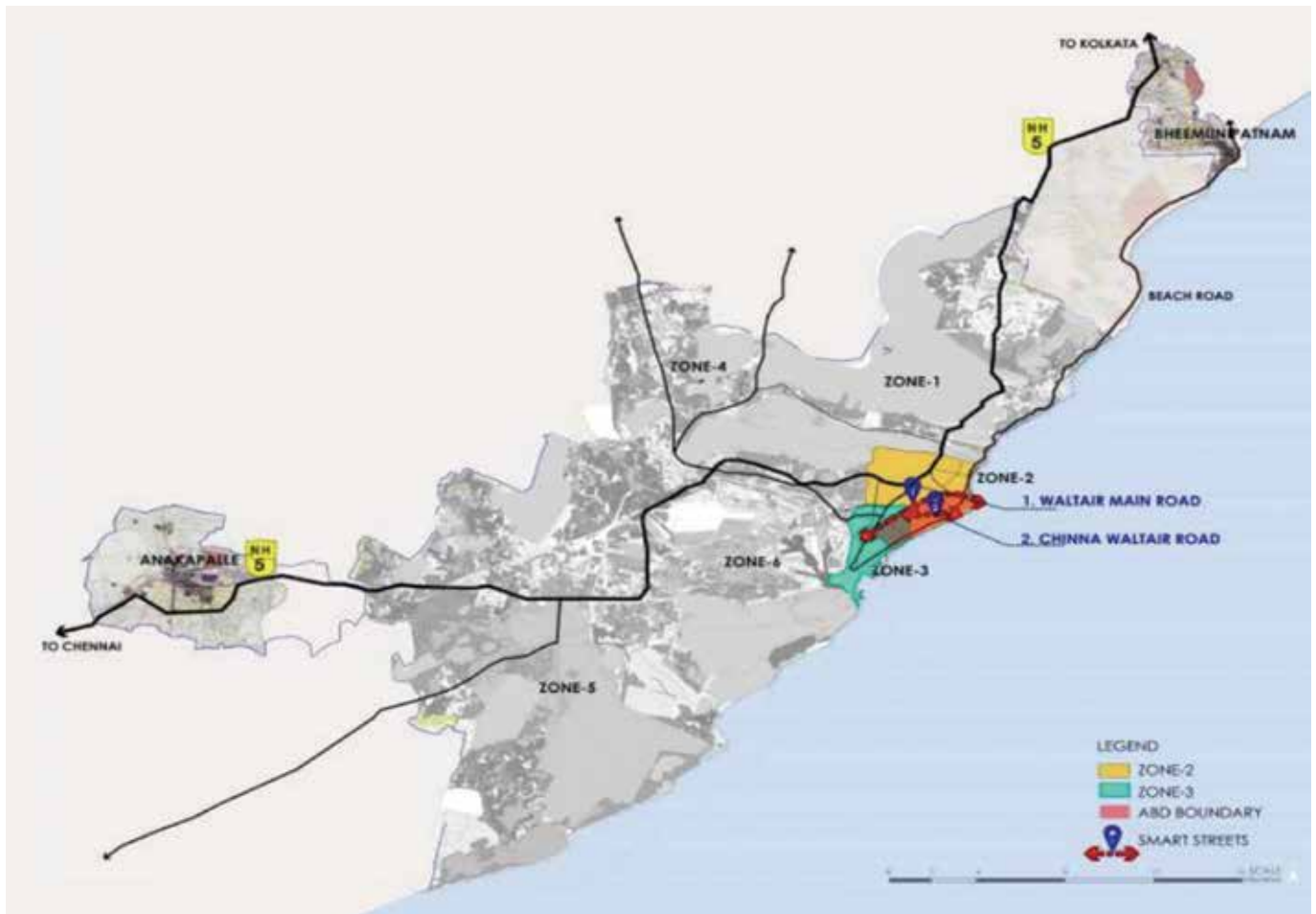
Area Based Development component

The major goals that Visakhapatnam Smart City has set forth to achieve include making the city safe & healthy, resilient, sustainable, dynamic, a connected, green and equitable city for the citizens of Visakhapatnam⁷⁴⁷⁵. The Smart City proposal of Visakhapatnam is also influenced by the best practices of Malaysia and USA specially for various kind of infrastructure in urban areas¹²⁰. R K Beach was the area chosen for the ABD development under Smart City.

73 Refer to <https://en.wikipedia.org/wiki/Visakhapatnam>

74 Refer to <http://smartcities.gov.in/upload/uploadfiles/files/VisakhapatnamSCP.pdf>

75 Refer to https://www.yovizag.com/vizag-smart-city-rank/0Process_Nov%2010_AECOM_PMC.pdf



The Progress of the Smart City work

The Visakhapatnam Smart City has bagged 13th position in the list of 99 cities in implementing the Smart City work in a report released by Housing and Urban Affairs Ministry in 2018⁷⁶. The greater Visakhapatnam Municipal corporation claims to have spent 200 crores and work worth 650 crores is ongoing in the city. The commissioner of GVMC also claims that apart from this, projects worth of 320 crores⁷⁷ is underway for the tendering and soon will be grounded for the work. To accelerate the Smart City, work the GVMC has hired a firm based in USA, AECOM to manage the Smart City work⁷⁸.

⁷⁶ Refer to <https://telanganatoday.com/over-rs-cr-smart-city-works-vizag>

⁷⁷ Refer to <https://www.deccanchronicle.com/nation/current-affairs/210816/visakhapanam-us-firm-gets-smartcity-project.html>

⁷⁸ Refer to <https://www.thehindubusinessline.com/economy/visakhapatnam-smart-city-the-makeover-mission/article8258234.ece>



Srinivasan - Auto Driver

“This is not an advantage for the poor, because the people who work on footpaths they must need to move out from there and it causes to lose their livelihood. And the government declared to provide them vendor zones but they didn't provide anything yet. Govt. employees are showing negligence towards people requests as they didn't get pressurised from officials. On weekends, vehicles are unable to pass through roads as road dimensions are so small. We have requested to construct a bridge in empty space back our colony for vehicles, work not yet started. Public toilets are not available in our surroundings which are faraway. There are many water problems in this city”



Yallaji Rao - Security guard-, Beach road

“As part of Smart City, Visakhapatnam is under developing. At present I had noticed, underground electricity work is going on and some other places are developed but still more development is required. People in this city are working hard, still their income is not meeting their living expenses. Even though, changes seen in living style of people still more people are living in poverty. Proper politicians are required for better government. They have to consider every point in the development of city”

Reflections

The survey done in the RK beach area which is ABD area of the Smart City hints at a very positive response as 92% of the people have heard of Smart City and 77% of them are also aware of the Smart City features and component. In the survey 73% of the people have claimed that they are aware of their area falling under Smart City and 24% of them have participated in preparing the city proposal. It was also found that 51% of the people have also seen the Smart City proposal 42% of them believe that their problems are addressed in the city proposal. Among all the 12 cities surveyed here the figure of survey in Visakhapatnam has the highest numbers giving a positive response with respect to the engagement of the people with Smart City work.

Ground realities in Visakhapatnam show a good amount of urban infrastructure built in in the city, especially with regard to cleanliness of the ABD area. But at the same time, fundamental questions are raised by people such as Synthia, a sea shell vendor near RK Beach. As mentioned in the case studies, behind the success of the clean beach there are many stories of losing livelihoods as many vendors were cleared without provision of alternatives from the beach to get this work done. As hinted by Yalla Ji Rao in the case study, employment generation is merely limited to providing people with a skill set in the Smart City mission program, a skill set which acts as a rubber stamp and may be grossly inadequate for employment. Smart City mission has gained its popularity especially for its citizen's centric approach but as highlighted by Rao in the case study there is no involvement of the municipal electing body in the SPV board who are responsible for executing the Smart City work.

The Visakhapatnam Smart City covers just 0.6% of the city's area in the ABD plan. The case of Visakhapatnam Smart City has very interesting chapters as work has got a satisfactory response and it has been successful bringing many infrastructures to the RK beach as promised in the city proposal⁷⁹. The people at the ground also acknowledge this fact but simultaneously raise concerns of employment generation in the city which is lost in order to implement the Smart City.

However, Visakhapatnam serves as a useful example of implementation of the Smart City without considering the urban poor, street vendors as a priority. The Visakhapatnam Smart City also presents some good learning for other cities implementing the Smart City as in spite of having an enormous slum population in the municipal area a lot of infrastructures have been brought with minimum disturbance to the slum dwellers and other marginalised groups in the city.

79 Refer to <http://smartcities.gov.in/upload/uploadfiles/files/VisakhapatnamSCP.pdf>

Patna





A homeless person sleeps on the street in front of a Madhubani painting which was part of the SC Proposal of Patna to beautify the streets

Introduction of the city

Patna also known as Pataliputra is the capital and largest city of the state of Bihar in India. With an estimated population of 1.68 million in 2011, Patna is the 19th most populous city in India and with over 2 million people, its urban agglomeration is the 18th largest in India⁸⁰. It has a very important place in the ancient Indian history. Economically the city of Patna has largely been an agricultural hub and centre for the trade but in the last few decades the city has tilted towards the service sector with a focus on FMCG (fast moving consumer good) industries.

Area Based Development component

The Smart City proposal of Patna has set its goal to make the city clean, decongested, offering quality public life, managing urban flooding, create a strong economic base and be inclusive socially. With this focus the city proposal has major projects aimed at creating robust & resilient infrastructure, decongesting the city, allowing the space for recreation in the city, rejuvenating, making it pedestrian friendly, strengthening the economy and its financial base, making the city inclusive, aware & alert and giving the city a unique identity⁸¹. The area that has been chosen for ABD under the city proposal is Gandhi Maidan and its surrounding areas.

The Progress of the Smart City work

The work of Patna Smart City started from December 2017 after the government hired one Spain based firm as a project consultant to manage the Smart City work⁸². The consultant firm was made responsible for various work like handling the DPR, designing the projects, selecting the tenders etc. The first phase of work worth of 419 crores which includes the projects like establishing public utility centre, open theatre at the Gandhi Maidan, installation of CCTV cameras, and solar panel on government buildings etc. started in December 2018. The municipal commissioner of Patna city also claims that projects

80 Refer to <https://www.telegraphindia.com/states/bihar/smart-city-work-soon/cid/1370684>

81 Refer to <https://timesofindia.indiatimes.com/city/patna/smart-city-work-from-december/articleshow/66405184.cms>

82 Refer to <https://www.hindustantimes.com/patna/bihar-begins-work-on-smart-cities-project-orders-go-out-forpatna/story-FuY7SZQ3uSTG7wmjhEDFCJ.html>



worth 933 crores was awarded by the corporation which included work like planting of trees, Madhubani paintings in the city etc. It is also claimed by the government officials that projects related to redeveloping Patna railway station, development of smart road, slums development⁸² etc. are also in the different stages. In September 2019 the tender given to UP Nirmaan Nigam to redevelop the area around Patna railway station worth of 433 crores was cancelled suddenly after all preparations like mapping of the area and removal of encroachment were completed. One shopping complex for 728 vendors was supposed to be constructed near the railway station but it was called off saying it will cause a lot of congestion⁸³. This clearly indicate about the planning loopholes from the government who did not foresee the challenges which would come their way.

⁸³ Refer to <https://zeenews.india.com/hindi/india/bihar-jharkhand/video/patna-smart-city-project-canceled/571753>



Kamla Devi - Housewife

“We are not informed about the Smart City at all because nobody has informed us. We want a good Smart City but if you will take us also into the consideration then only it will become one. If poor people are thrown on the road then what is the point of having a Smart City. The Smart City will be the one where the people from Jhuggi Cluster will also be given a space to live in”



Pawan Kumar - Street Vendor

“Yes we have heard of smart City. Where will all the street vendors go when they are removed? The government should find us an alternative. Often we are evicted from our place of livelihood. The Municipal officials fine us sums that are far above our earnings. Yes we want the Smart City to be built but with alternative livelihood spaces for all of us. That will happen when inputs are taken from us citizens”



Ram Pharos - Rickshaw Puller

“I don't know about the Smart City but walls are getting painted and it will start looking good. I will not get what I want from Smart City. I have been waiting for the passenger for an hour but no body has turned up. Now mine income is not going to increase at all. There is not much employment event in the city. I don't want to pull this rickshaw because it is very difficult to pull however I would prefer to get one battery rickshaw. (under Smart City E-rickshaw is promoted but Ram Pharosh does not have enough income to get one)”

Reflections

The survey done in the ABD area of Gandhi Maidan shows that 53% of the people have heard of Smart City but just 2% people are actually aware of the features and components of it. In the survey 52% people claims to be aware of their area falling under the preview of Smart City but not even 1% people report to have participated in the city level proposal preparation exercise. In the survey it was also reported that 0% people have seen the city proposal due to no exposure or invitation from ULB's or the SPV body. As far as the changes reported in the ABD area are concerned, people claim to have seen very little positive changes in the field of electricity, education etc. and people have reported negative or no changes across all the parameters with the highest negative changes in the field of housing in Patna.

The consequences of implementing the Smart City projects in Patna has to be borne by the sections of society that are of a lower socio-economic profile. People like Pawan a street vendor has a food-cart next to Bankipur inter-city bus stand which is to be decongested & renovated under Smart City proposal. Pawan claims that he will be relegated to a footpath if removed without any alternative. Pawan alleges that he is often evicted, fined by the government authorities and also says no inputs were taken from him when the city proposal was prepared. Ram Pharosh, a rickshaw puller living for many years in the city, appreciates the fact that madhubani paintings are done under Smart City but simultaneously he says he, as a member of the urban poor but a vital member of the city, will get nothing out of the Smart City program. In the city proposal the government has decided to promote e-rickshaw and e-buses¹⁴³ but rickshaw pullers like him are not given any assistance to graduate to become e-rickshaws, therefore making the development exclusive. Kamla Devi from Adalatganj bats which is to be 'redeveloped' in the city proposal to make the city slum free^{84,85} are not even aware of this fact and says the Smart City has no relevance if families like hers are thrown out of their houses by the government.

The Patna Smart City covers just 3.05% and 3% of the total city's population and city's total area respectively under the ABD plan. The ABD area of the Patna Smart City also has an enormous population of slums 36% and the city proposal has the plan to 'redevelop' them⁸⁶. The civic body is covering very less area of the total Patna city and a huge population of slums will be impacted once the projects start on the ground on this.

In the vision the city proposal talks about co-creating the city of Patna with the citizens which, as we saw in the survey and case studies, is not the case as many people are not even aware of what the Smart City entails. When it comes to grass root requirements of the poor people with regards to employment, housing, participation in the governance, the SCP falls drastically short.

84 Refer to http://smartcities.gov.in/upload/uploadfiles/files/SmartCityPlan_Patna.pdf

85 Refer to http://smartcities.gov.in/upload/uploadfiles/files/Annexures_Patna.pdf

86 Refer to http://smartcities.gov.in/upload/uploadfiles/files/Annexures_Patna.pdf

Surat





NEW BOMBAY MARKET

Street vendors in front of big upcoming mall cleared of in the Textile Market Area in Surat

Surat

Introduction of the city

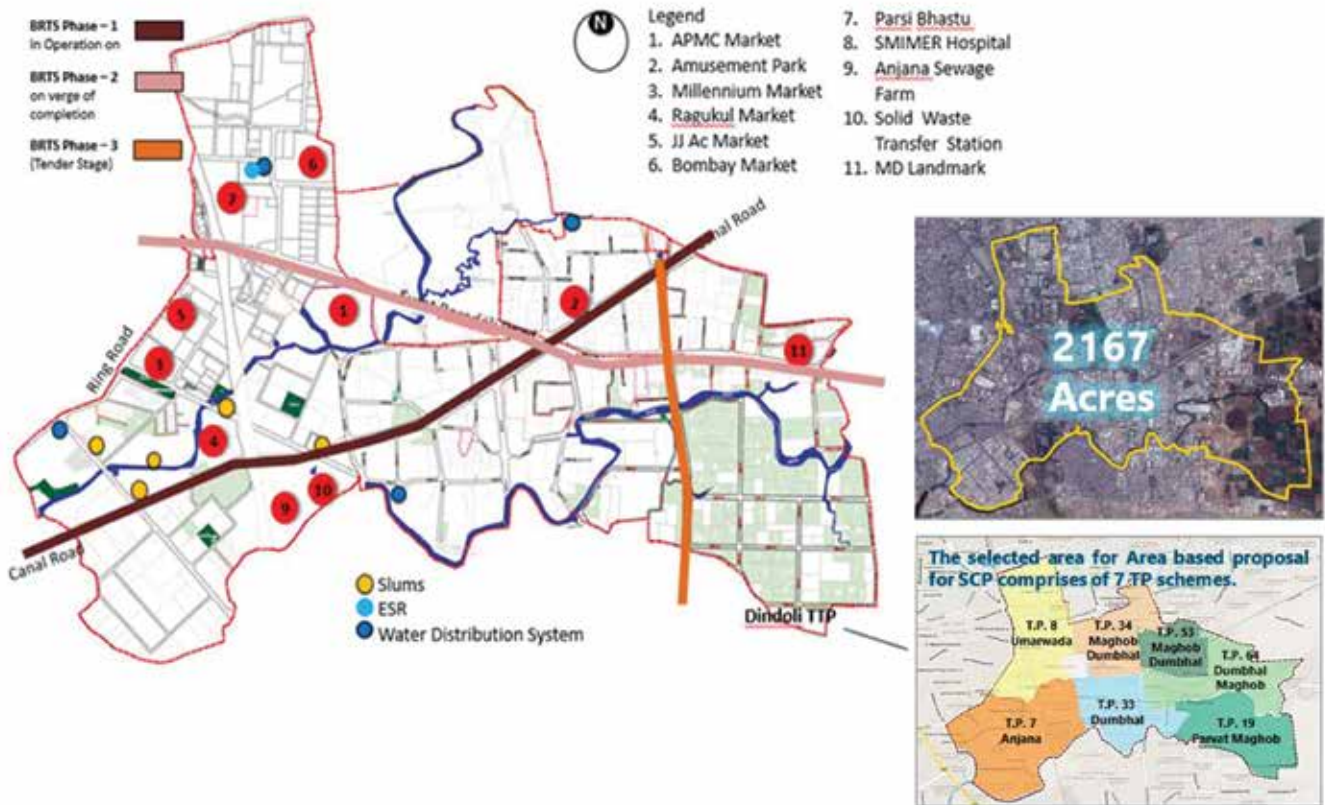
Surat is a city in the Indian state of Gujarat. It used to be a large seaport and is now a centre for diamond cutting & silk manufacturing. The city is home to numerous immigrants because of the . It is the eighth largest city and ninth largest urban agglomeration in India. Having been an important urban centre during the colonial period, the city has a zero percent unemployment rate⁸⁷. In 2017 Surat was the fourth cleanest city of India according to the Indian Ministry of Urban Development.

Area Based Development component

The strategic focus of the city proposal is to improve the transport mobility, futuristic development regarding public transport, environment and climate change and improved IT connectivity. The major goal for the Surat Smart City is to make the city achieve sustained economic growth, upgradation of the civic infrastructures, enhanced use of renewable energy and promotion of collaboration between the citizens and government etc. Textile market area of 2,167 acres has been selected as the ABD area for Surat Smart City⁸⁸.

87 Refer to <https://www.hindustantimes.com/india-news/20-smart-cities-may-be-ready-only-by-2021/storyg3WNnnHEj8VSDROkTKYWjJ.html>

88 Refer to <https://economictimes.indiatimes.com/news/politics-and-nation/surat-tops-ranking-of-smart-cities-with-largest-number-of-projects-completed/articleshow/62548416.cms?from=mdr>



The Progress of the Smart City work

Surat was in the first set of 20 cities selected for the Smart City mission and all projects are expected to be completed by the end of 2021, therefore aiming to become a model city⁸⁹. The work of Surat Smart City seems to be on the track hence the city has been ranked first in the implementation of Smart City in the list released by the MoHUA in Jan 2018⁸⁹. According to the latest report in Feb 2019, the civic body of Surat city claims that they will complete all Smart City projects by 2020 and become the first city to do so in the country. The civic body of Surat has completed 28 projects worth of 365 crores and 31 projects worth of 1,882 crores are under progress. 11 projects worth of 443 crores awaits its tender process⁹⁰. In the ABD area around 40 projects are at different stages of development which showcase the seriousness with which the work is being pursued⁹¹.

⁸⁹ Refer to <https://timesofindia.indiatimes.com/city/surat/surat-gets-city-award-for-implementation-of-projects-under-smart-city-mission/articleshow/64688171.cms>

⁹⁰ Refer to <https://timesofindia.indiatimes.com/city/surat/city-on-track-to-complete-70-projects-under-smart-cities-mission/articleshow/67966936.cms>

⁹¹ Refer to <https://timesofindia.indiatimes.com/city/surat/city-on-track-to-complete-70-projects-under-smart-cities-mission/articleshow/67966936.cms>



Ilias Sheikh - Labourer

“I know about this project, but I have not seen any development yet. Poor people are not the part of the Smart City project. This Smart City can only be seen around the rich people area. The city is more nice and beautiful in front of the Chairman’s house. There is no slum area. 300 slum areas have been burnt to ashes. They have no clothes to wear. But nobody came and asked to help. They should have been taken one discussion for making a Smart City. I wanted to include this area to a Smart City project. Nothing was happening in the past 4 years. Ladies are going half km for the toilet. There is no facility for the water and good drainage system”



Adesh Chable - Social Worker

“Yes, I am aware of the Smart City engaged with this work and have chosen this area for the Smart City. This area is already developed so, there is no need for a Smart City. Just one thing I would say, if the government is willing to aka the Smart City then they should choose the economically and social backward areas. At the ground level, people have no facilities. I am doing work for local people. The demands of poor people should be fulfilled. There is no water system, bathroom and toilet facility. Raghukul area needed to come under the Smart City”

Reflections

In the survey conducted in the ABD area of Surat Smart City it was found that just 23% people have heard of Smart City and just 1% people claim to be aware of the component of Smart City. In the survey it is reported that just 6% people were aware of their area falling under Smart City and only 1% claims to take part in the city proposal preparation of the Smart City. It was also found that just 9% people have seen the city level proposal due to a complete lack of exposure. In the survey people have reported positive changes in their area in the field of access to education but negative & no changes in the field of access to water, public transport, citizen's participation in the governance, solid waste management etc. which comprise the vital infrastructure for any city to survive.

It also appears that the ABD area which was chosen for the Smart City in Surat was not one which required the most attention. The textile market area is already quite developed, as claimed by Adesh Chable in the case study. He says, focus should have been given to the other areas which are socially and economically backward to make the Smart City actually inclusive as claimed by the guidelines. The choice of an economically prosperous part of town being chosen as the ABD area would also result in better economic outcomes in any survey. In the city proposal there is plan to create about 8109 affordable housing dwelling⁹² to make the city slums free but the bastis that need rehabilitation services the most, as hinted by Iliaz Sheikh, are the highly populated slums next to railway lands which have not been included in the plan

The ABD area of city proposal of Surat Smart City covers just 10% of the total population of the city and does not cover 90% of the population. Similarly, the plan covers just 3% of the total area of the city in ABD and it has an enormous slum population of 10.46% falling in the ABD area⁹³. Slum dwellers who have been excluded from the planning process are extremely vulnerable to arbitrary evictions and loss of livelihood. The survey's findings suggest that the urban poor have become an audience for the Smart City built exclusively for a certain class of society.

92 Refer to https://smarnet.niua.org/sites/default/files/resources/SCP_%20SURAT.pdf

93 Refer to http://smartcities.gov.in/upload/uploadfiles/files/SMC%20Smart%20City%20Presentation%20-%20New%20Delhi%2023_06_17.pdf

Ahmedabad





Vadaj Slum area demolished on account of the Smart City Plan in Ahmedabad in which only half the slum's population will be accommodated in rehabilitated homes

Introduction of the city

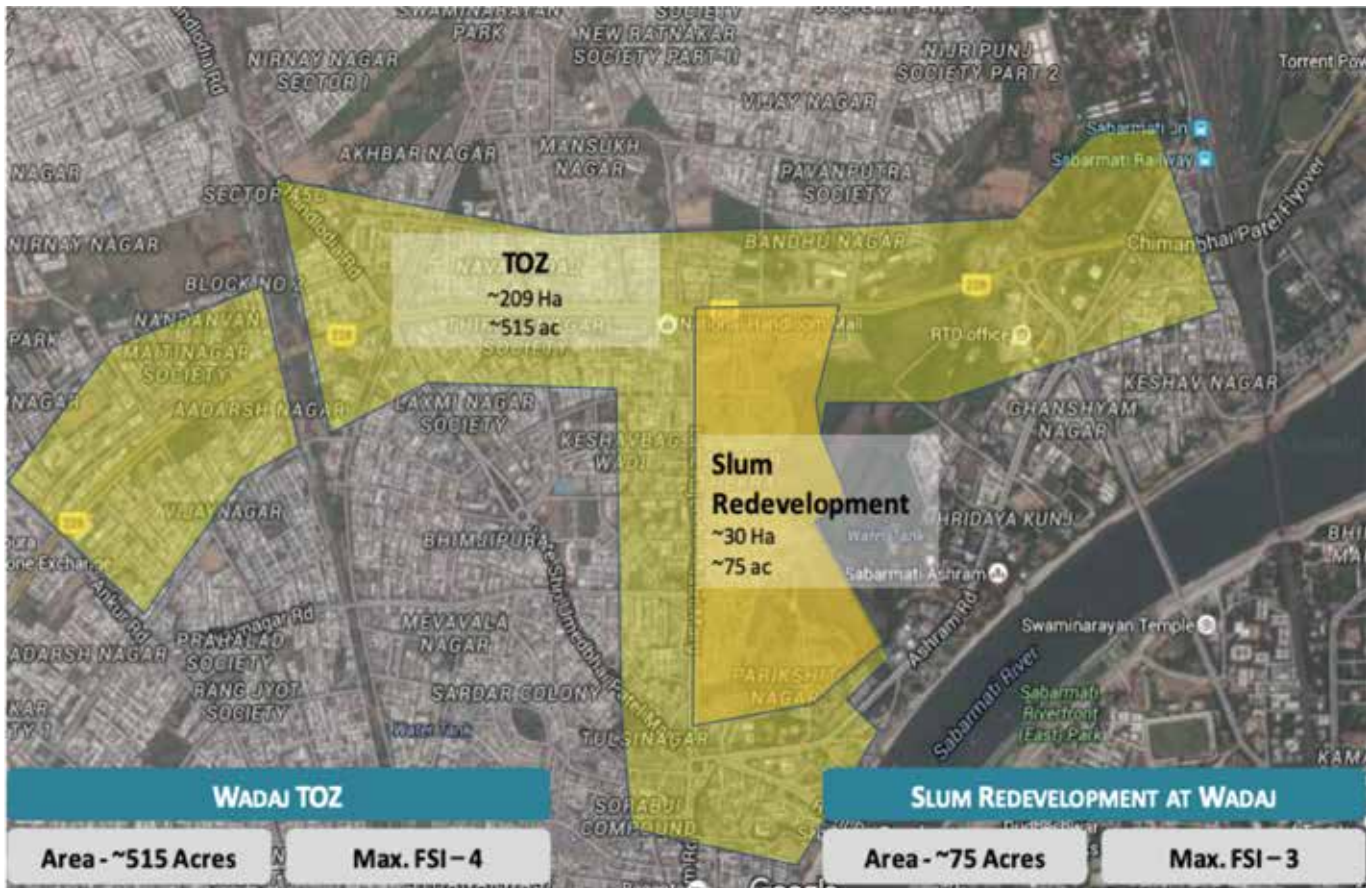
Located on the banks of river Sabarmati, the city of Ahmedabad is the largest in the state of Gujarat. It was Gujarat's capital and administrative centre from 1960- 1970. In economic terms the city has acquired the title of 'Manchester of India' as it has the largest production of textiles in the country⁹⁴. With lots of novel ideas and infrastructures brought to the city such as river front development, creation of GIFT city etc. the city has a politically been popularised by the current Prime Minister as the model of development.

Area Based Development component

The blueprint of Ahmedabad Smart City proposal is based on bringing sustained development, urban resilience, collaborative governance and intelligent infrastructure in the city. The major focus of the city proposal's blueprint is to make the city slum-free and establish a safe and sustainable transportation system in the city⁹⁵. The area which has been chosen for the ABD development in Ahmedabad is of Vadaj comprising a sizeable population (10.26%) from the Dalit community.

94 Refer to <https://ahmedabad.nic.in/history/>

95 Refer to <http://smartcities.gov.in/upload/uploadfiles/files/AhmedabadSCP.pdf>



The Progress of the Smart City work

The work of Ahmedabad Smart City seems to be on the track as reported by media reports though there is no one dedicated website regarding the progress of Ahmedabad SCP yet in the public domain. In the execution of Smart City work, Ahmedabad is among the top cities with a total of 35 projects submitted by the Ahmedabad civic body to the central government⁹⁶. This included projects like slum redevelopment of Rama Pir No Tekro, CG road development, 60 MLD sewerage pumping stations, metered water supply etc. According to the report many projects are ongoing including the slum redevelopment project worth of 450 crores in the Vadaj area⁹⁷. Hundreds of families are already getting affected as their homes have been razed to the ground by contractors and there is a large number of affected people belonging to the Dalit community who have to squarely bear the consequences of this project⁹⁸.

⁹⁶ Refer to <https://timesofindia.indiatimes.com/city/ahmedabad/smart-cities-3-guj-cities-top-execution/articleshow/64671705.cms>

⁹⁷ Refer to <http://bwsmartcities.businessworld.in/article/Smart-Cities-In-Gujarat-Sincere-Efforts-Towards-Urbanisation-/09-03-2018-142890/>

⁹⁸ Refer to <https://www.youthkiawaaz.com/2019/09/money-spent-for-urban-rejuvenation-vs-its-ground-realitysmart-city-mission/>



Rinku Patiwar- Shop Owner

“We have no home and shop now. All has broken under this redevelopment project. Only they said to empty this place. Yes they said we will get a new building. But still now we did not get any information. It will be better for us, if we get it quickly, then good. We have a lot of confusion. How many days we will stop our shop? I stay on rent, per month rent is 10,000 rs. I am just telling you it is not the right way to make a Smart City, do not believe anyone today. You have seen everywhere that all buildings has been broken, but nothing is built, shops are closed. What we will do?”



Kamlesh ji - Local Official

“What is the meaning of the Smart City really we don't know. 30,000 people lives in Ramapatti from 60 years ago. Those people who live here from 40-50 years ago, their previous lifestyle was better than now. Their conditions changed slowly. But some people are in a bad condition. They have no house. Under this Smart City scheme, we will get a 10 by 10 room, but it is very small, how we would manage our full family? Smart City concept is very confusing for these people. Any kind of survey did not consider the 14,000 people who live in Ramapatti. 7000 people will get home, but another 7000 will not get. There is no drinking water system. Drinking water pipe and drainage pipe are mixed up. What kind of Smart City are we building?”

Reflections

The survey done in the ABD area of the Ahmedabad Smart City indicate that just 11% of people have heard of Smart City and only 3% of them are aware of the components and features of it. None of the surveyed citizens had been a part of the Smart City proposal drafting and neither did they have access to view it when it was drafted. People have reported nominal levels of positive changes in the field of education but most of them have reported negative or no changes in the past three years especially in the field of housing, citizen's participation in the governance, safety of women etc. issues which are essential for any city.

As mentioned earlier, the focus of the civic government in Ahmedabad is to make the city slum free hence they have come up with a redevelopment plan of Vadaj area in ABD. As surmised from the case studies there are many issues cropping up with the slum redevelopment project as the compensation money provided to the affected families is not nearly enough to survive in the city until the project is completed. They are on the verge of losing their livelihoods and many of the families are not even sure that they will get something back eventually. As Amita Ben living in that slum for more than 35 years does not want to move out and take the 1RK apartment because that is the home she has built herself and moreover, the allotted space would not be enough for her children. Also as Prakash is hinting in the case study the slum under redevelopment project has a population of around 14,000 households but in the city proposal it is claimed to be just 8,000⁹⁹¹⁰⁰, showcasing a lacunae in the administrative records that have drastic impacts on thousands of families.

The Smart City proposal of the Ahmedabad city covers just 0.05% of the total area of the city and affects a slum population which comprises about 4.45% of the population in the city which comes under the jurisdiction of the Ahmedabad civic body. There is ostensibly a plan for the slum dwellers in the proposal but the findings suggest a grossly darker reality from the ground.

99 Refer to <http://smartcities.gov.in/upload/uploadfiles/files/AhmedabadSCP.pdf>

100 Refer to http://smartcities.gov.in/upload/uploadfiles/files/Ahmedabad_Annexures.pdf

Conclusion

The main intention behind conducting this study was to evaluate the impact of the Smart City program on people belonging to marginalised sections of the city. The study conducted in 12 cities participating in the Smart City mission program largely reached out to people who are engaged in informal sector work and are also living in the informal settlements inhabiting the margins of the city. These people include groups such as wage labourers, home based workers, construction labourers, self-employed vendors etc. who are financially challenged but provide crucial services that help cities function smoothly. However through the present study we attempted to give these groups a voice to evaluate the Smart City program which is directly impacting their lives by provided them a platform to narrate their individual stories which has been left unheard.

The study done in 12 cities spanning multiple states, by reaching out to people at the ground has elicited a wide range of opinions and testimonies about the impact of Smart City on the urban poor. It appears from this study that the Smart City program has created a foundation which is facilitating the process of exclusion of the marginalised groups. The excessive use of IoT (internet of things) and other technocratic means results in the structural exclusion of certain socio-economic classes. Even if their pleas and suggestions are heard, the final city level proposals do not reflect or address their contributions and concerns.

One of the most salient purposes of the Smart City programme is to attract investment as cities are seen as an engine of growth. In this process, people living in slums or involved in informal livelihoods are strategically removed by discriminatory rules, use of exclusionary technologies and non exposure to city level plans. As seen throughout our study, an average of just 5% of people surveyed have participated in the proposal preparation and even within that, caste inequalities abound aplenty. In Vadaj slum redevelopment project of Ahmedabad 8,000 slum dwellers are shifted into multi-storeyed flats so open spaces for the the desired commercial spaces can be created. In Surat textile area, the development of economically prosperous areas is being emphasised more than that of the slums near the railway lands and others areas which will benefit the poor and needy people in city. Businesses and commercial groups stand to gain from the SCPs at the expense of the urban poor.

The interviews with different inhabitants of the various Smart Cities have also provided a critique of the actual city wise proposals. Different heritage restoration projects in the cities of Varanasi and Lucknow have caused many

housing dwelling units to be razed from areas adjoining the heritage sites without any alternatives. The common sense that the communities inhabiting these areas actively contribute to the tourism around the heritage site has not been considered. Instead of involving them in the plans for restoration, numerous street vendors and basti dwellers who work in and around these sites, providing services like street food, information about the heritage site or mementos, the construction and domestic labourers working directly on the sites have been or are in imminent danger of being permanently displaced.

Lake and riverfront development projects in the cities of Indore, Lucknow and Muzaffarpur also follow a similar pattern of mindless displacement without considering the economic and cultural value added by the different lake/river based vendors. It belies common sensibilities to not include boatmen, who have depended on the water bodies for decades and will be most knowledgeable about them, in the plans for restoration of the water bodies. Interviewed vendors from Delhi and Bhopal point out the eliteness of the whole Smart Cities exercise wherein the Area Based Development component for both cities have their focus for urban renewal and retrofitting in well-to-do, affluent areas. In Delhi specifically, the SCP aimed at promoting eco-friendly urban mobility through cycling but this has been woefully inadequate as the introduction of cycles has not been accompanied by requisite urban infrastructure like cycling lanes and cyclist-friendly traffic practices such as proper lighting at depots, bike stands, cycling-pedestrian specific traffic lights etc. which has no mention in the SCP's, let alone actual ground implementation.

It is clear that by analysing each SCP, there is an overarching prominence given to infrastructure such as parking lots, wide pavements and other civic infrastructure, the development of which is contingent upon the removal of the urban poor. There is not doubt that cities in India are in dire need of world class civic infrastructure, the fact that these developmental plans are being pursued directly in opposition to the survival of the urban poor, who are city makers, is what is problematic. Needs like social security, low cost housing, accessible public transport is definitely not first priority in the city level proposals. This clearly betrays the ostensible motives cited in all the project documents of the Smart City Programme.

The Smart City Programme is drawing a line between citizens in the city, between the people who can access the advanced technocratic system and who cannot, between the people who live in the city and people who are removed from the city, raising foundational questions regarding right to the

Conclusion

city. Thus the work of the Smart City Programme at the ground fosters the image of development whereas the structure of exclusion implicit in the system of technology put in place is working at odds with the professed aims of the SCP. The study very clearly shows that the work done under Smart City will cater to the needs of privileged classes only and the underprivileged have to pay the price for it. The popular principles of Smart City such as participatory governance, sustainability, inclusivity seem to just be a smokescreen and the real agenda of developing capital in the city, driving out the poor is between the lines. Yet the major discourse around the SCP revolves around the non utilisation of state and central funds, ignoring the fundamental question of who does the city belong to.

Recommendations

The Smart City program should be replaced with Sustainable City plans focusing on the needs of Indian cities: The SCP should be replaced with a sustainable city program with a vision of inclusiveness not just mimicking developed countries' notions of world class cities. The Smart City also lacks comprehensiveness as Area Based Development focusses only on a small part of a huge city, which does not provide space or the tools for redesigning a city on inclusive terms. This small area once 'developed' gives the GoI the right to call the entire city 'Smart'. Hence there is a need to adopt policies which will cater to the needs of the urban poor and promotes indigenous solutions which are viable and sound unlike the Smart City. Goals and targets related to hunger, poverty, inequality, health, gender equality, land, water, and climate change must be integrated into the framework for SCM development, implementation, and monitoring. Priorities of the selected cities and their proposals should also align with India's commitments under the Paris Agreement and its Intended Nationally Determined Contribution (INDC) towards climate change mitigation and adaptation.

The tools of ensuring the citizens' participation in the governance should be replaced: The idea of bringing the citizens on board with the government to ensure participatory governance was a remarkable idea that was supposed to be furthered with the SCP. But unfortunately, the tools adopted by the authorities to bring citizens on board were mainly digital which proved to be a major barrier especially for the urban poor who have neither the capacity, nor the updated acumen to interact with this system. Though many of the urban poor possess cell phones, the mechanisms that were supposed to be accessible and widely publicised so as to increase participation were not adequately disseminated. Only people with access to certain technology and language would have access to participate in these fora (MyGov websites, Facebook, Twitter, apps etc). This could potentially skew the opinions that are presented as representative of the entire city. Another issue is the quantum of responses an individual could hypothetically have. One individual can theoretically provide an infinite number of responses and thus this form becomes a weak form of determining the quality of participation. This could have been avoided with a more rigorous process of submitting recommendations and opinions, however the Mission did not create this nuanced interface. In terms of calculating the social media outreach and feedback, there was great ambiguity regarding what could be considered participation. For instance, anything from a 'like' to be a 'share' on social media and just 'twitter impressions' were considered positive responses to the Mission. This made participation in the drafting of the city level plans quite cumbersome. The SCM should also provide Real Time

Updates on the progress of each ongoing project under the SCM.

Evictions and demolitions in the name of making Smart City cannot be justified and should not be carried out mercilessly as has been the case: For the sake of making cities look 'world class', street vendors, bats dwellers and many other oppressed groups have been evicted without any alternatives. This sort of brutal ejection has no place in civilised society and should cease instantly. The replacement of heritage properties without swanky walkways, commercial centres and parks is an example of myopic development. Such development is not in touch with the realities of urban life, in which the urban poor play a pivotal role. No evictions in the city should be a principled stance of the government while implementing the SCM.

Special Purpose Vehicle, the body responsible for executing the Smart City work, should be replaced with a body which will enhance the power of Municipal bodies along with the local level legislators' representation: Granting SPVs the sole mandate to execute the SCP was a flaw in the program as there was overwhelming representation from private stakeholders which bypassed the power of municipal bodies and undermined the 74th Amendment Act which emphasises local governance. Therefore, to enhance the power of poor people and make the process more democratic, the provisions of SPV should be replaced by such provisions that are in line with the 74th Amendment Act.

Rights and Justice Angle: The entire spiel of the Smart City in India, while it remains vague, is positioned on the assumption that a city with a healthy economic core and quality infrastructure will inevitably allow for greater access and inclusion of its people. Such a city will engage with and solve issues of inequality while denying (by not acknowledging) the structural nature of disparity of access due to class, caste and gender biases. The Mission seeks to undercut the problems through a disruption to the system. If decision-making and urban regeneration seems to be out of touch with what people want, include them in the decision making. If municipalities are overly bureaucratic and working in isolation, the solution is corporate governance. All these approaches systematically do nothing to counteract (and therefore amplify) socio-economic inequalities. Therefore at least 25% of all SC funds should be earmarked exclusively for the urban poor, informal sector workers and infrastructure and other marginalised sections. The Government of India should develop human rights-based indicators to monitor the implementation and progress of the Mission. The Liveability Index for Indian cities should include

human rights indicators as provided by the Constitution. Consultations with experts, civil society organisations, social movements, and people's representatives should be mandatory in the preparation of such indices and their parameters.

Nature of ULB's and their functioning should not be altered: The Smart City Mission in its guidelines adopts a federalist approach to implement and plan the SCPs. Recently reports of ULB's raising funds by themselves to instruments like municipal bonds can be seen as a success of the competitive model that the SCM follows. What is overlooked though, in this situation is, the changing nature of the ULB's in the implementation of such large and specialised projects in cities is the increasing reliance on private consultancy firms and private entities to lend their expertise to their project, a practice which makes the ULB's hiring agencies with diminishing power and therefore less accountability to the elected populace. Programmes like the SCM should instead focus on capacity building exercises for the ULB's to raise their expertise in the planning and implementation of such projects.

Plans should be operate within the confines of the city's updated Master Plan: SCPs of the cities should not run in opposition to the city's Master Plan prepared by the relevant ULBs and Ministries. Implementing the SCP whilst ignoring or contrasting the Master Plan will result in cities turning into exclusive corporate enclaves - a reasonable supposition, purely because of the source of the funds, no matter what the SC guidelines say.

Definition of 'Smart City' should be changed: The existing definitions of Smart Cities should be redrawn, wherein water should be seen through the lens of availability, groundwater reserves, rejuvenation of the water table, aquifers and other conservation techniques and not just to construct a concrete walkway along a river; wherein in situ redevelopment of slum dwellings and other informal settlements should be the ore focus instead of freeing up land for real estate projects, wherein the 0% homeless tag of cities is discarded in favour of a 'all homeless persons have been accommodated in adequate shelters' tag; wherein issues of waste segregation tackle segregation at source and not just focus on clean streets that have garbage cleared from them and then dumped in the outskirts of the city.

Competitiveness metric between cities should be considerate: A healthy competition between the different smart Cities is nominally a good idea until it starts to become a public relations achievement rather than a efficient governance commitment. Media coverage and prestige that follows the top range cities in the competitive SCM has been seen to promote indiscriminate and haphazard bulldozing of the SCM projects. There is also something to be said about the same metrics being applied to varied Indian cities therefore doing some more disservice than other. Without considering the historical develop to f the cities, the economies, the structural issues scubas access to funds, vulnerability to climate change

etc. such blanket categories applied consistently are inherently unequal and adherence to these formats may result in overall losses for some cities.

Short sighted and faulty models of urban development should be discarded: Models of development that focus on a visible facelift rather than long term sustainable solutions that consider the environment, employment generation, social justice as well as economic growth accelerators should be immediately adopted. Riverfront development projects, which mindlessly surrounds the water bodies with tons of concrete, without considering the river's flow, aquatic life, aquatic ecosystem and social and economic benefits of the water body, should be discarded in favour of water body rejuvenation projects. The Sabarmati river in Ahmedabad, which was given an elegant tree-shaded esplanade, still remains one of the most polluted rivers in India.

Convergence with Union Laws and Schemes should be expanded to include social justice laws: The SCM has converged with many urban renewal and flagship schemes such as AMRUT, Swachh Bharat Abhiyaan, Pradhan Mantri Awas Yojana but is curiously ignorant of other extremely relevant schemes and laws directly corresponding to the urban poor such as National Urban Livelihood Mission - SUH (Shelter for Urban Homeless), Solid Waste Management rules 2016, the Street Vendors Act 2014, and many other progressive state specific laws that tackle issues urban poverty and urban development head on. The SCM should announce official convergence with such rules/guidelines/laws and mould their approach to urban development accordingly

Global references should include more from Global South not North: The models of urban development subscribed to in the city wise proposals have always considered a certain kind of world class city to be the ideal that our urban spaces aspire towards. These archetypes of a modern city emanate from the developed nations of the global north (or the industrialised nations). The SCM would do well to remember that cities in Western Europe, Canada etc., will never have the social dynamics, demographic profiles or uneven economic structures that are present in not only India but other nations of the global south. It would be prudent to study innovative solutions to a developing nation's urban problems by looking at the development of cities such as Mexico City, Sao Paulo in terms of urban transport, Cape Town, Stellenbosch and Dar Es Salaam in terms of slum development and skilling of youth, recycling of waste in Singaporean cities among others.

Definition of Heritage should be changed: Heritage as a concept should not be confined to historical monuments, ruins of forts or other such structures. The heritage of a city involves its lived heritage, its people, its culture, foods, languages, cinema etc., and the SCM should take these examples of a live heritage into consideration. The monuments and memorials are exceptionally valuable, but what would a city be without its history of street food, without its history of informal industries, or cultural shows etc. Heritage is what every city dweller contributes to the city, whether it be a 500 year old fort or a local tea stall serving hundreds. They should be protected and 'beautified' equally.

Smart Cities should include plans to augment informal sector workforce skills: Skill development programmes and modules should be given the utmost priority in the city wise proposals. In an age where higher studies are becoming absolutely mandatory to be equipped enough to be employed, but where most youths don't have access to college or if they do they are of a sub-standard quality. In this scenario, skill development programmes aimed at job creations in understaffed sectors should be massively encouraged to create more vibrant and economically productive cities. These skill upgradation programmes should be in line with legal provisions for informal sector workers such as The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996 and other relevant acts.

Gender and PWD should be an important aspect in the imagination of the SCM: People with disabilities and vulnerable genders (women, transgenders, LGBTQ+) communities should find special mention in the developmental plans of the city wise proposals. There are cursory provisions enshrined in the proposals related to women's security but it is nowhere near enough. There have to be wide ranging considerations regarding gender based discrimination, especially in the workplace, place of study, and in terms of access to public spaces, public transport etc. Cities in India need a massive influx of women to join the workforce if economic challenges are to be addressed and through this, social discrimination and attitudes also might change over time.

Disaster Resilient cities should be incorporated: Lastly, all cities should have comprehensive disaster related mechanisms, systems of governance and funds allocated. The city wise proposals should collect all kinds of disaster related information, history of natural and man made disasters, appropriate bodies should be constituted, risk assessment maps constructed and a vulnerability index should be created. Different cities will face different challenges in this sphere and each city wise proposal should aim to approach these varied probabilities accordingly, along with the proportionate support from the central government.

1. Percentage of the People in different occupations

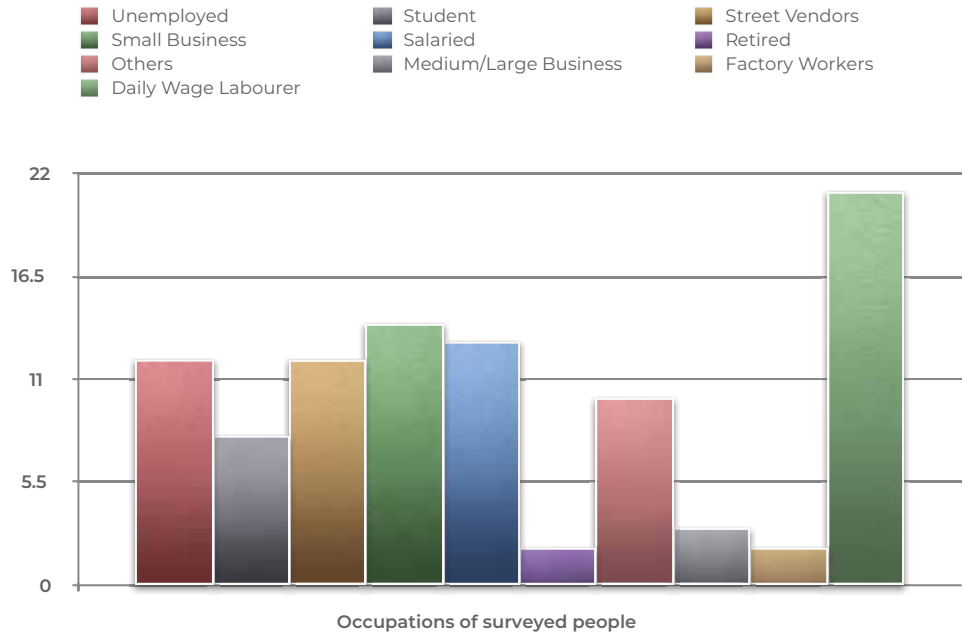


Fig. 1

2. Sex of people who were aware of the Smart City Program

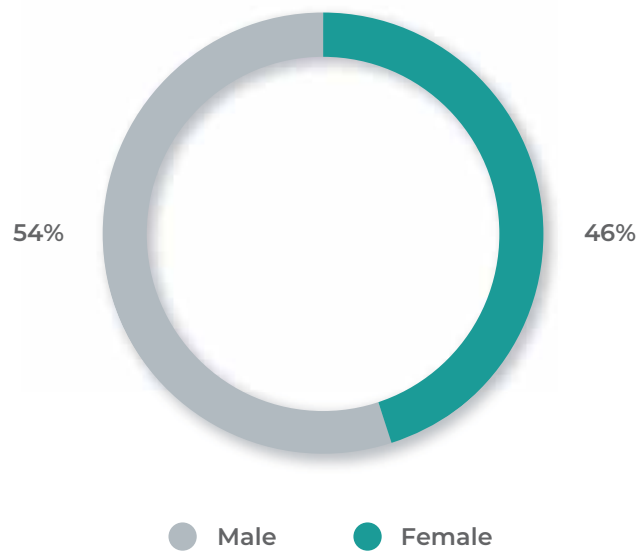


Fig. 2

3. Percentage of people who are NOT aware that their area (home or place of work) falls under the purview of the Smart City Program

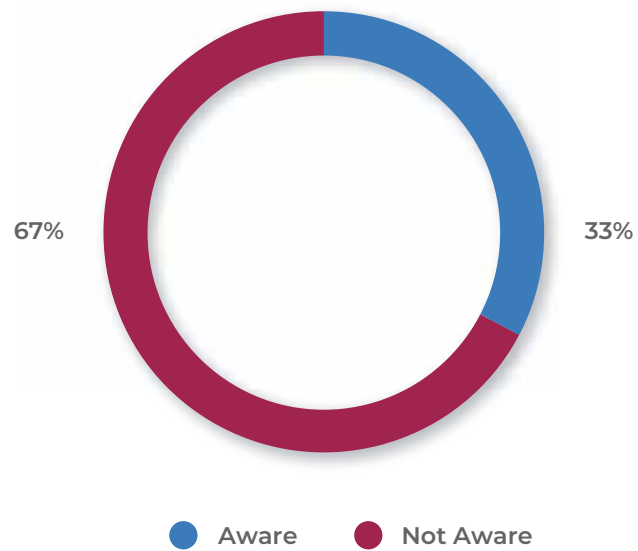


Fig. 3

4. Social category of the people who were interviewed for this research document

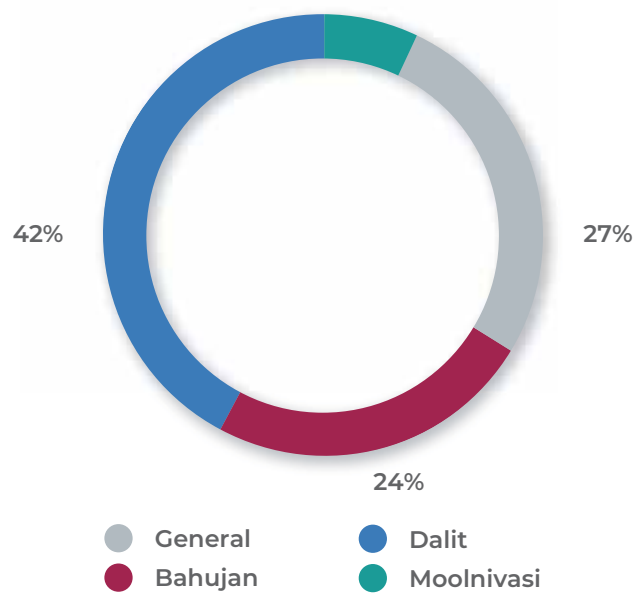


Fig. 4

5. Percentage of people who participated in the City level proposal making process according to social category

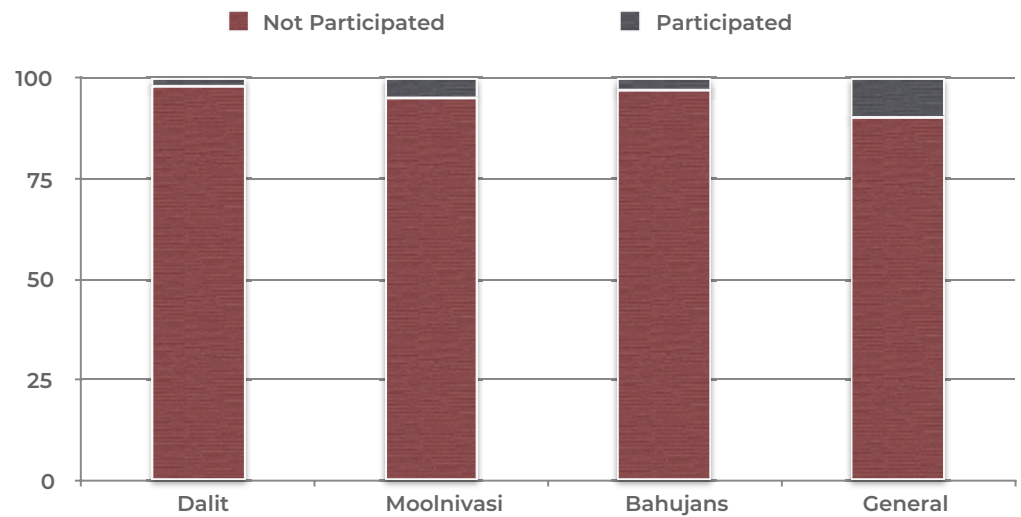


Fig. 5

6. Reasons cited for not looking at the city level Smart City Proposal

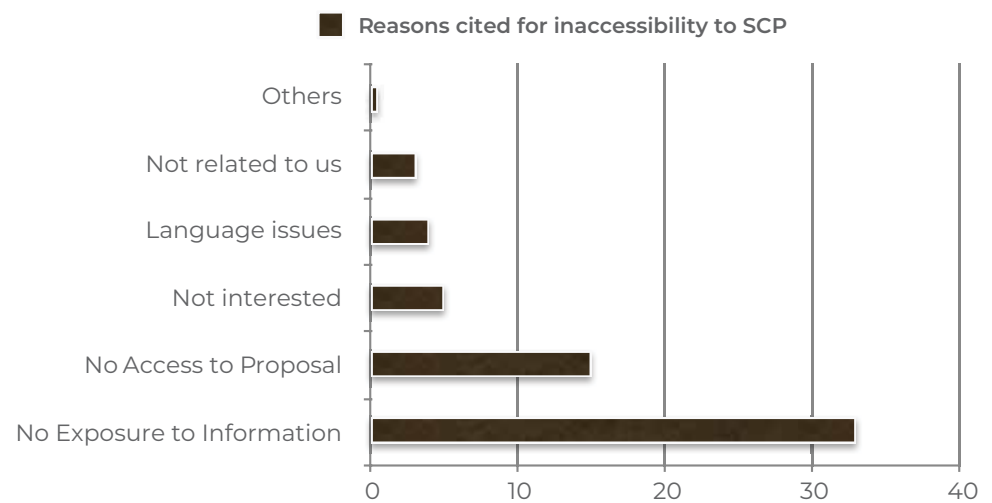


Fig. 6

7. Proportion of people who have heard of the Smart City Proposal but do not know any details regarding it

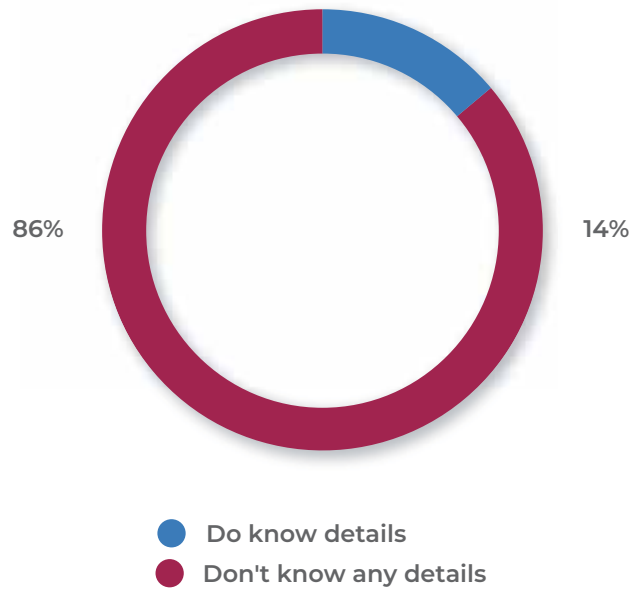


Fig. 7

8. Proportion of people who do not know that the Smart City Proposal's component (Area Based Development) includes their place of work and household

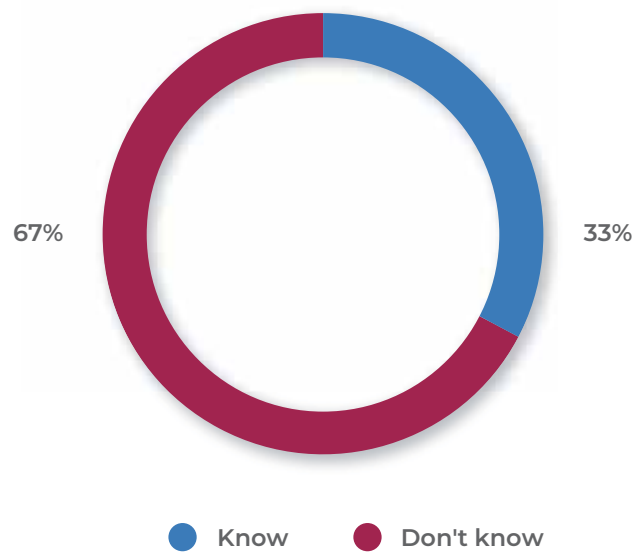


Fig. 8

9. Proportion of people who participated in the Smart City Proposal making process

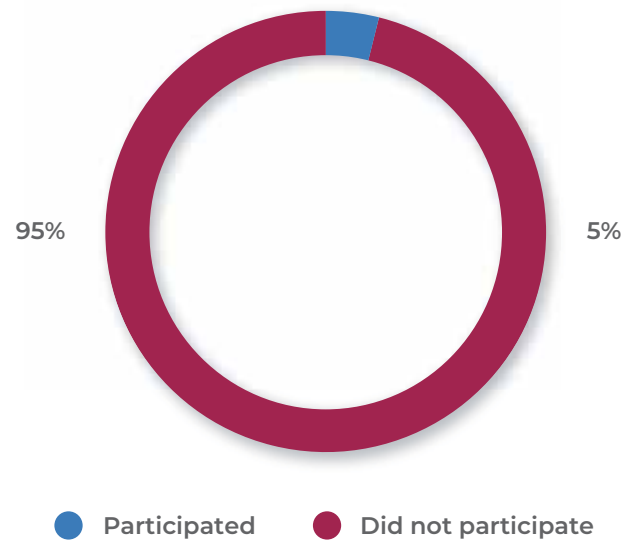
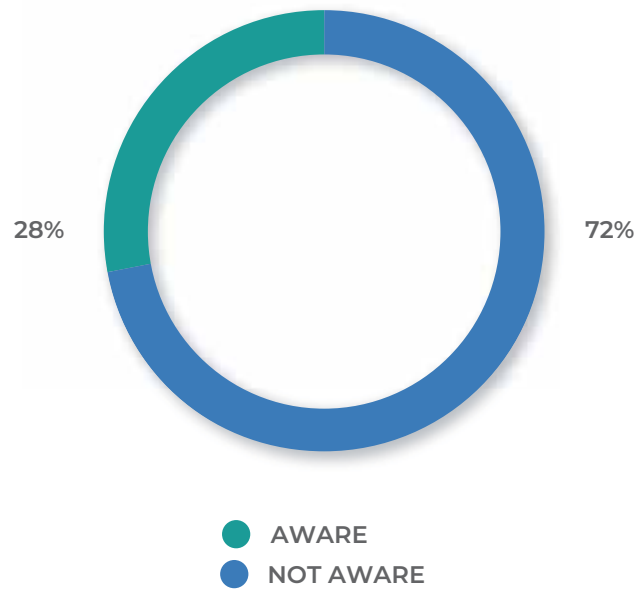


Fig. 9

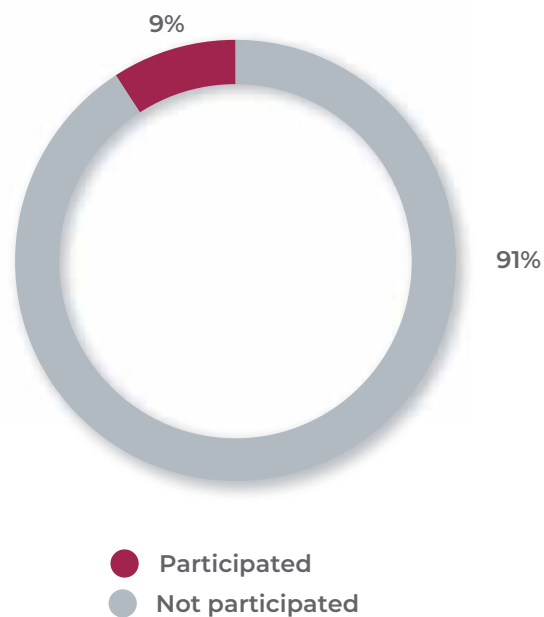
Varanasi

City level surveys

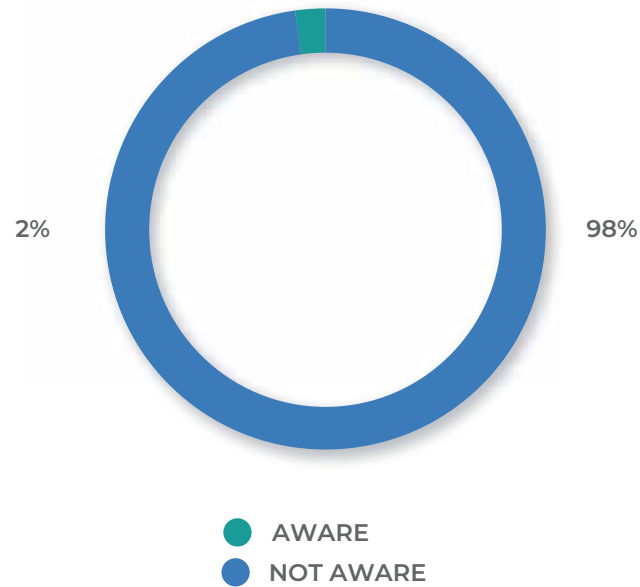
1. Percentage of people NOT aware of the components or the functions of the Smart City Programme



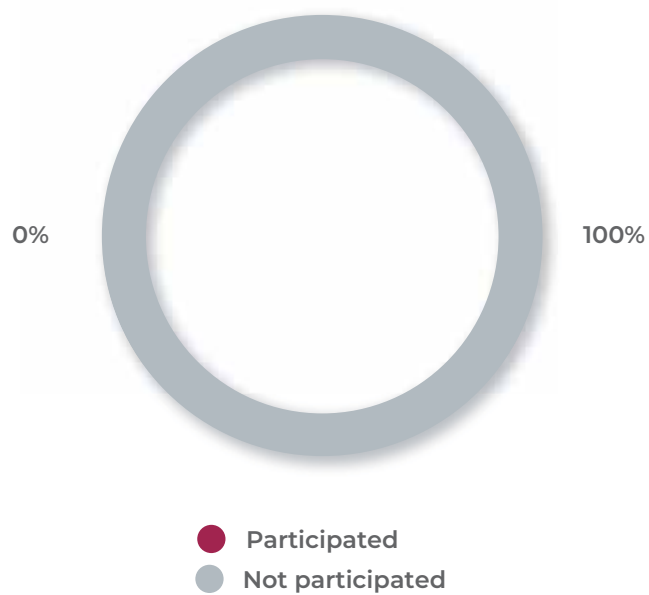
2. Percentage of people that DID NOT take part in the making of the city level proposal



1. Percentage of people NOT aware of the components or the functions of the Smart City Programme

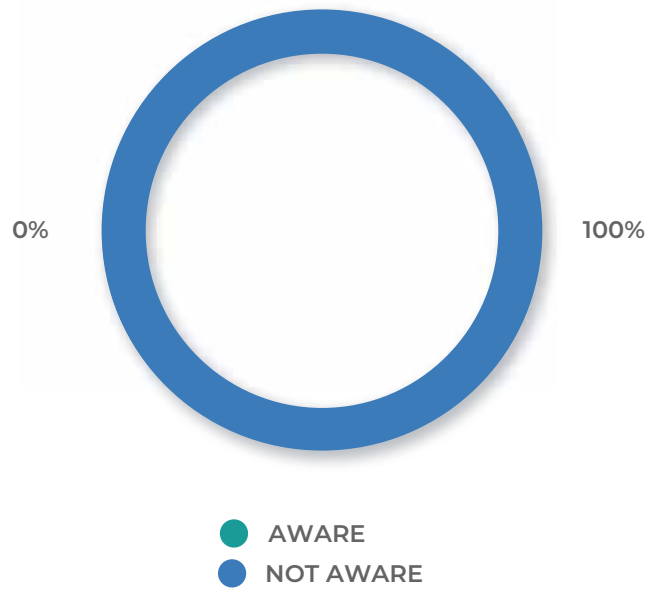


2. Percentage of people that DID NOT take part in the making of the city level proposal

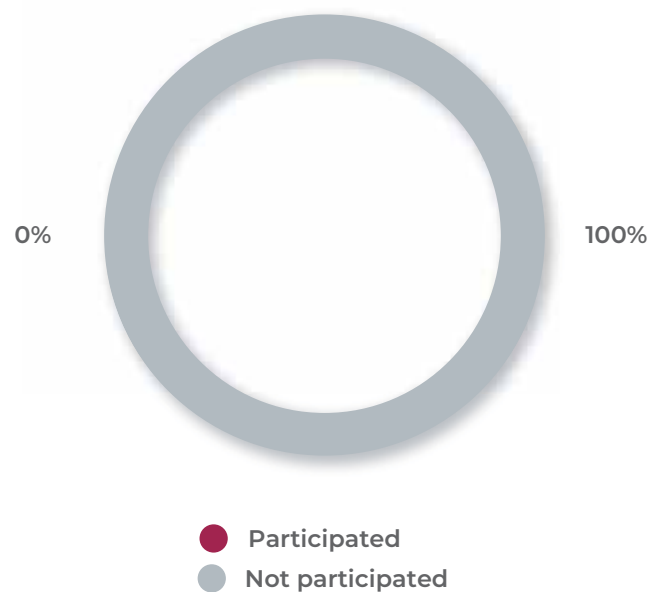


Muzaffarpur

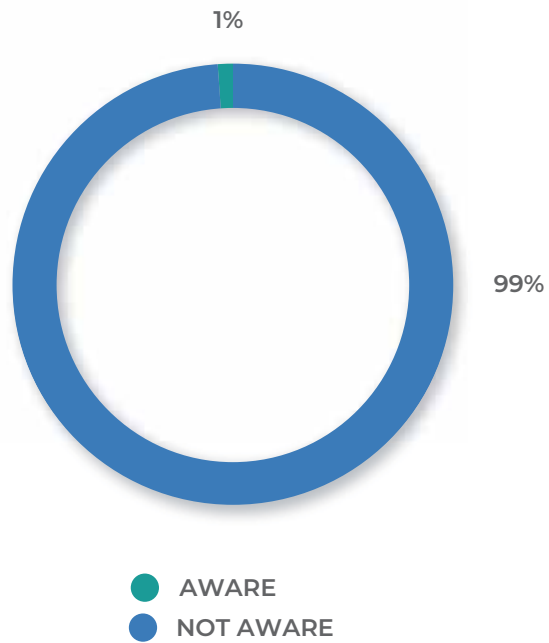
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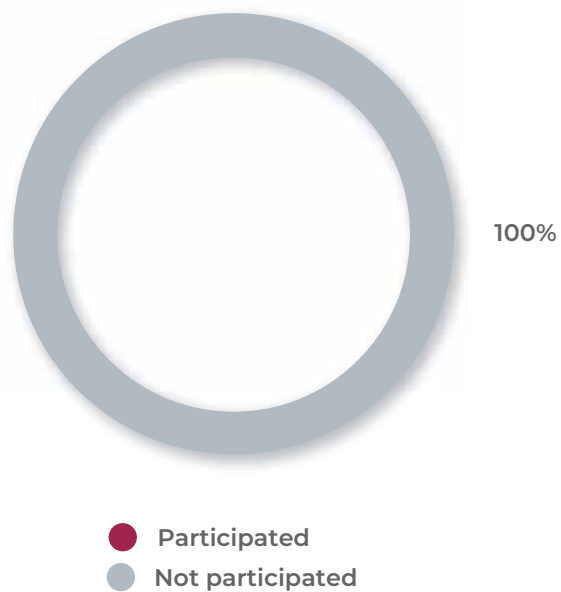
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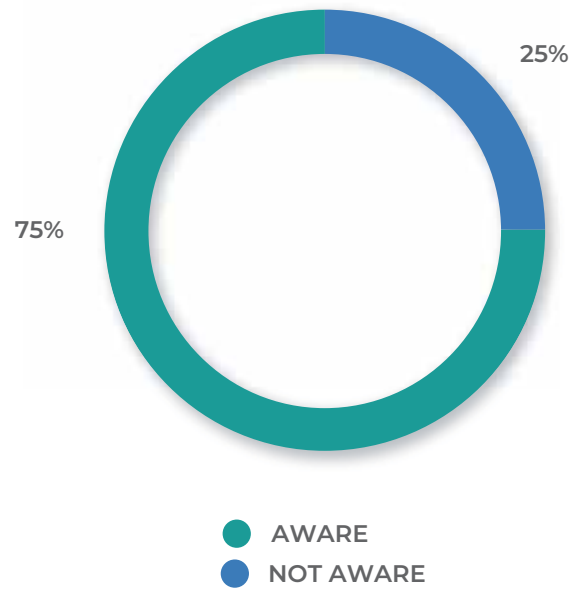


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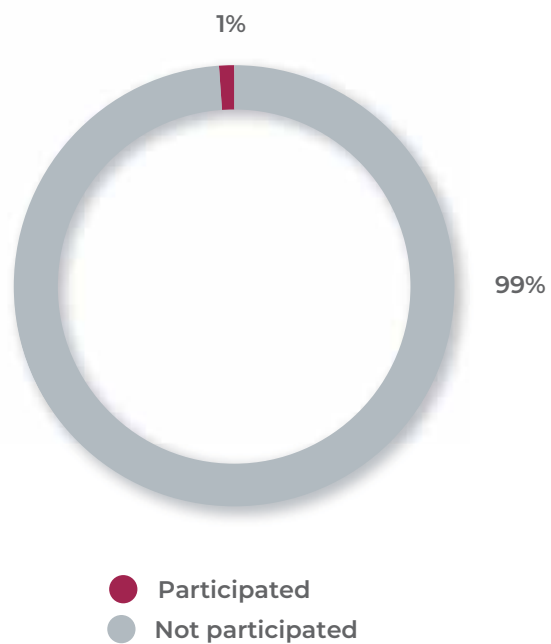


Bhopal

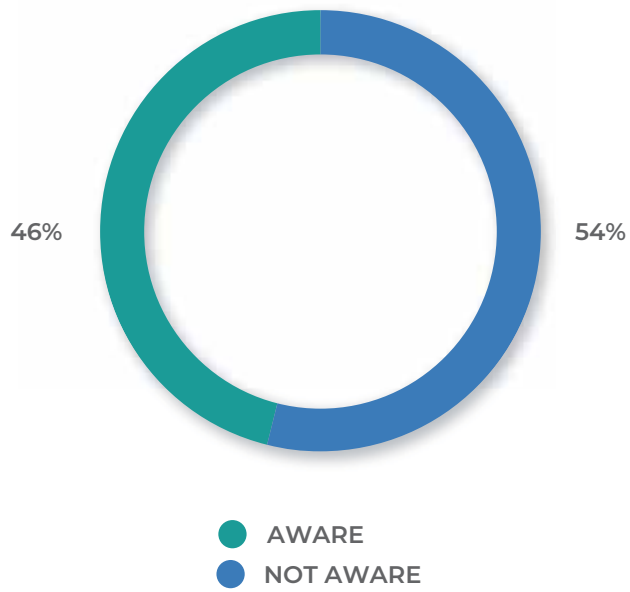
1. Percentage of people NOT aware of the components or the functions of the Smart City Programme



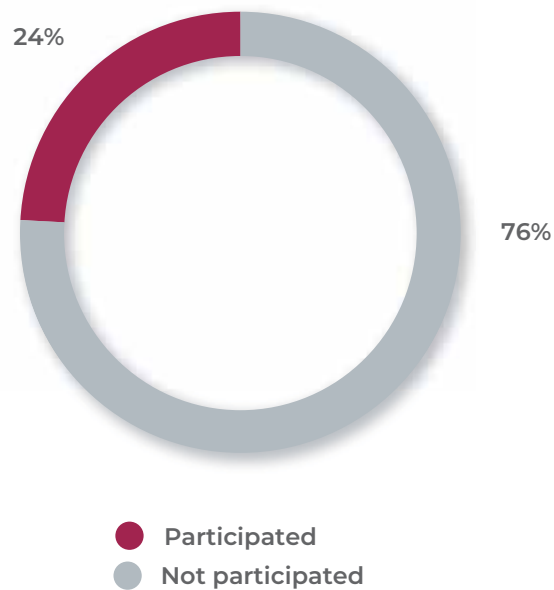
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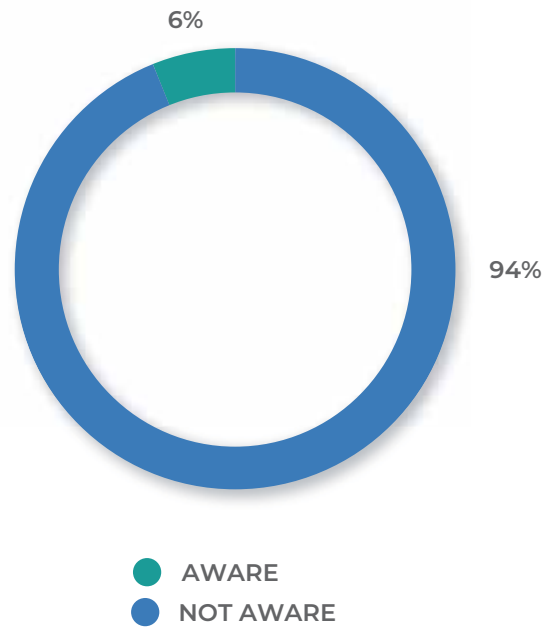


2. Percentage of people that DID NOT take part in the making of the city level proposal

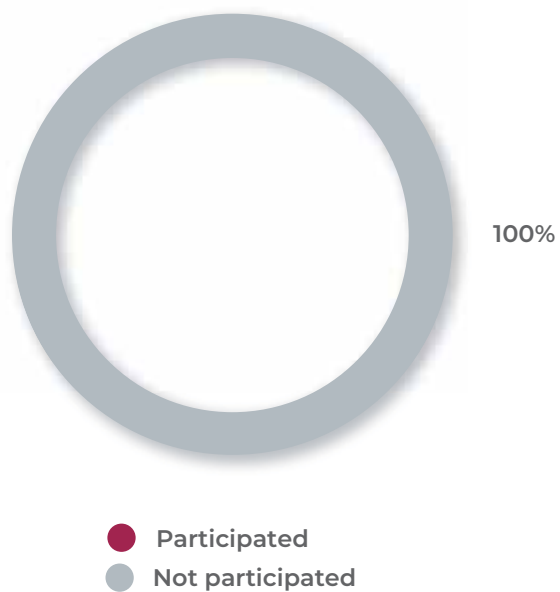


Ranchi

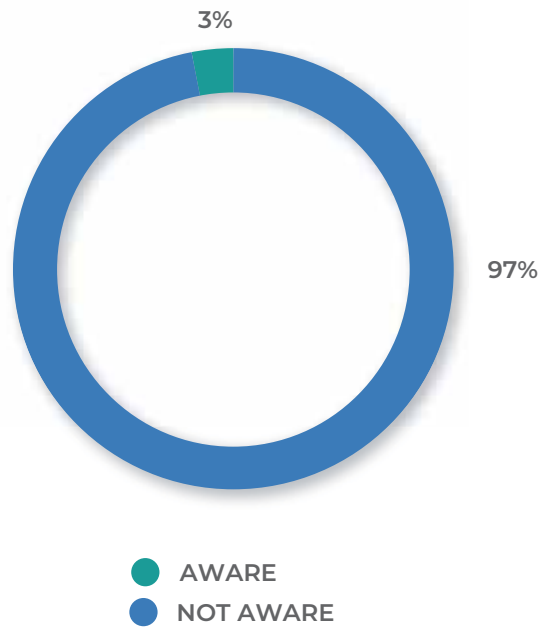
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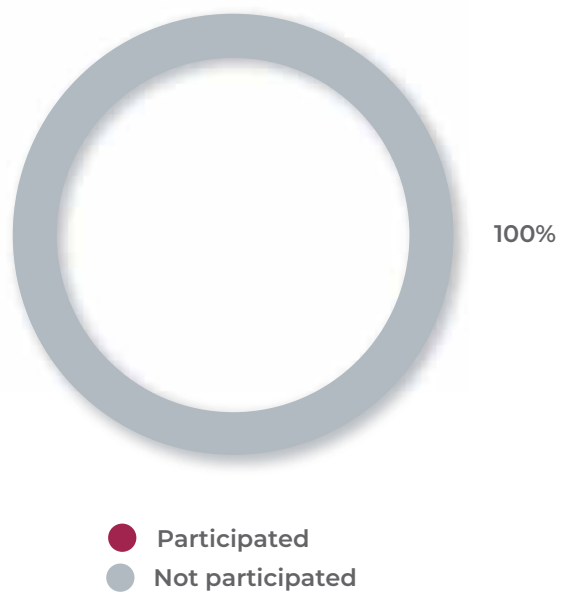
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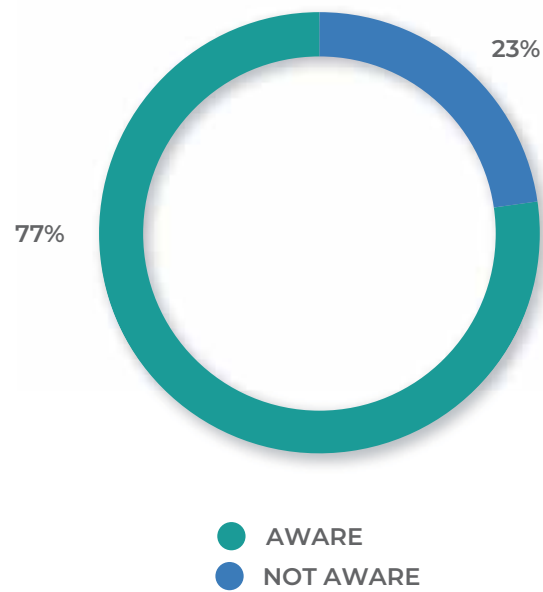


2. Percentage of people that DID NOT take part in the making of the city level proposal

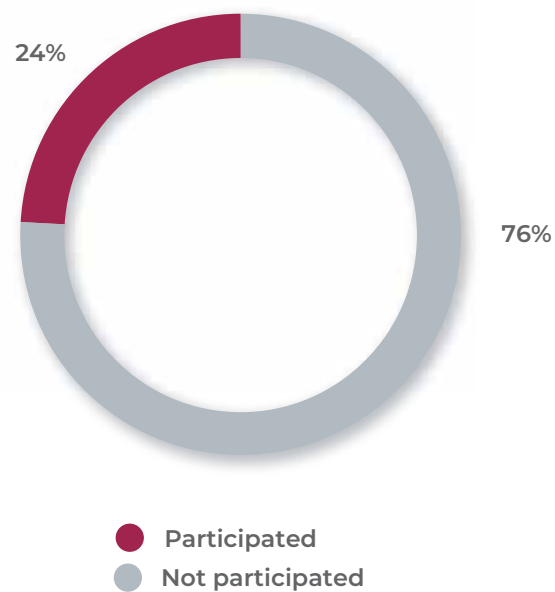


Visakhapatnam

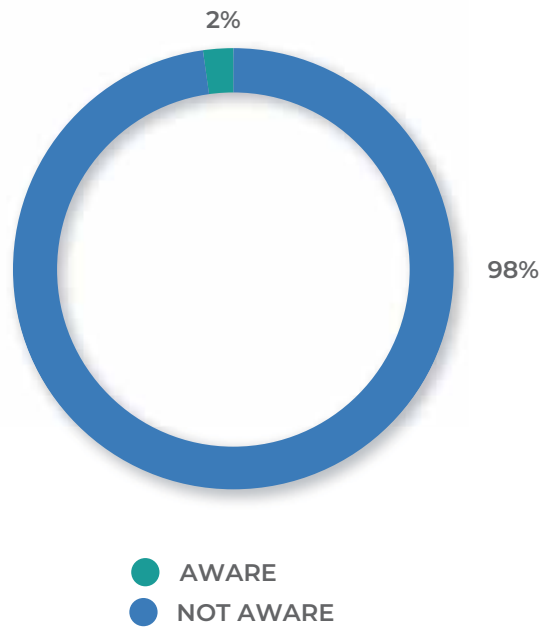
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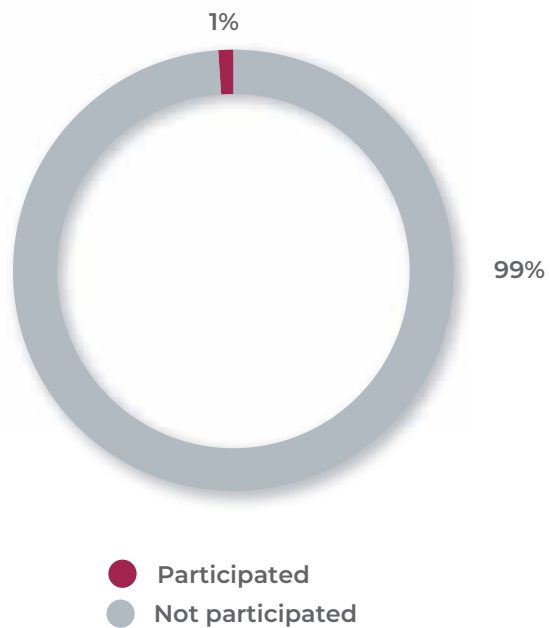
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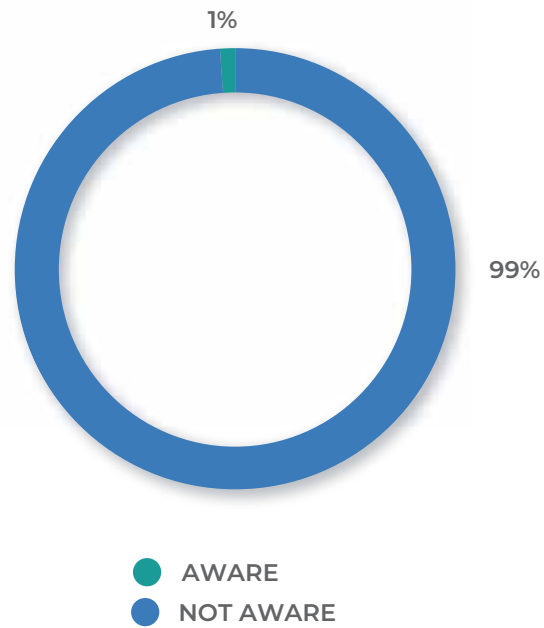


2. Percentage of people that DID NOT take part in the making of the city level proposal

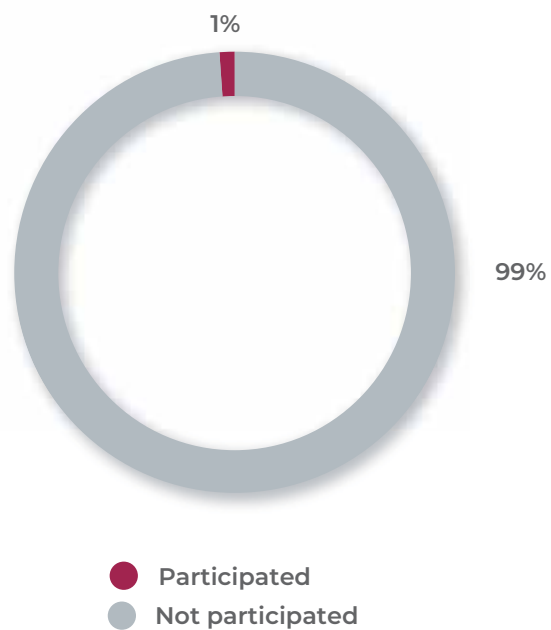


Surat

1. Percentage of people NOT aware of the components or the functions of the Smart City Programme

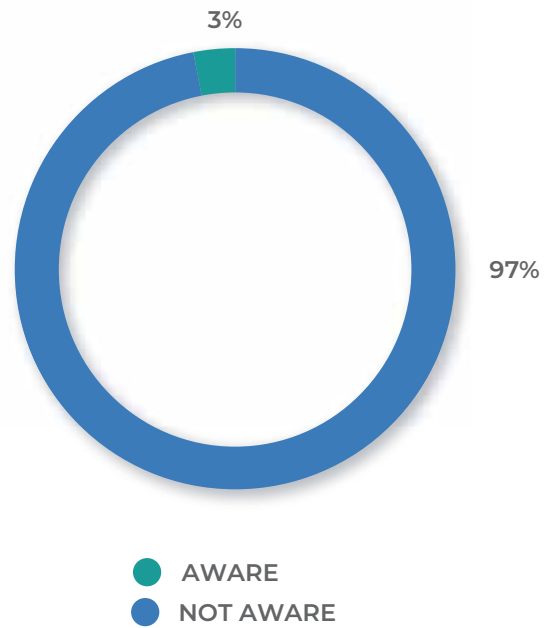


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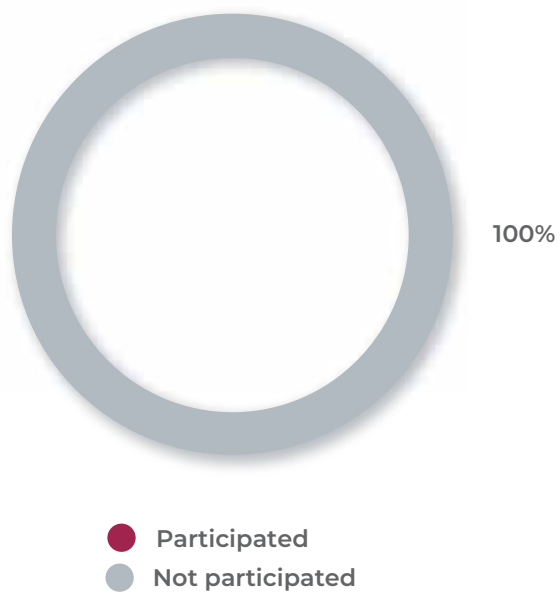


Ahmedabad

1. Percentage of people NOT aware of the components or the functions of the Smart City Programme



2. Percentage of people that DID NOT take part in the making of the city level proposal



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With its presence in 25 states and one Union Territory of India, IGSSS has set its thematic focus on promoting sustainable livelihoods, energising the youth as change makers, protecting lives, livelihood and assets from the impact of hazards, advocating for the rights of CityMakers (Urban Poor Residents) and developing a cadre of leaders from the community and civil society organisations. Gender and Youth are underlying themes across all its interventions.

Indo Global Social Service Society

28, Institutional Area, Lodhi Road,
New Delhi - 110003

Tel - 011-45705000

Email - info@igsss.net

Website - www.igsss.org

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