

# ADDRESSING THE ISSUES OF SANITATION FOR URBAN POOR Using Participatory Research



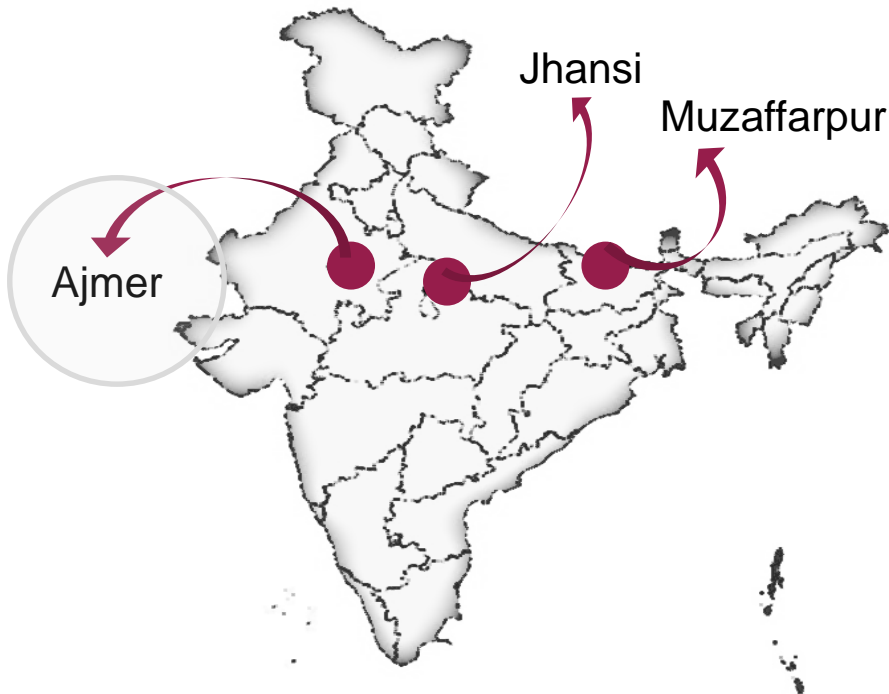
*Presentation by*

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# ENGAGED CITIZENS RESPONSIVE CITY #ECR

Strengthening organisation of the urban poor to participate in planning and monitoring of sanitation services in Indian cities



## CITY PROFILE: AJMER

<b>Population:</b>	542,321 <i>(2011 Census)</i>
<b>Households:</b>	109,229
<b>Slum Households:</b>	21,066
<b>Ward:</b>	60 (increased to 80)
<b>Total Number of Informal Settlements:</b>	125

Undercounting (deliberate or erroneous) of informal settlements and households in the settlements leads to exclusion

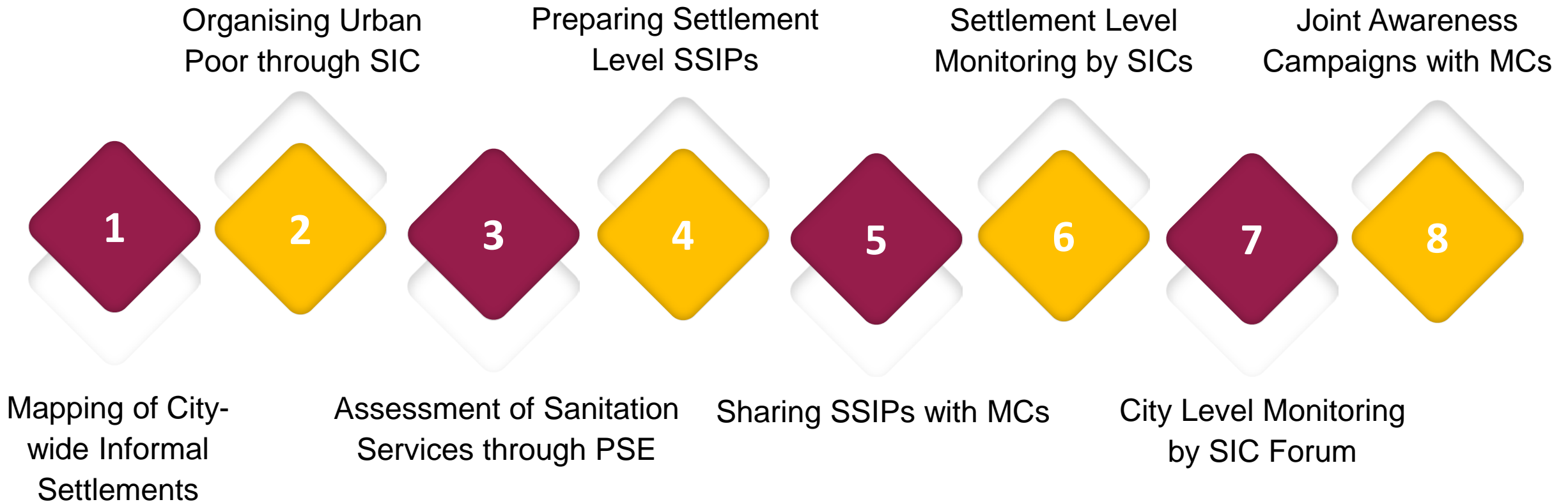
Lack of access to information and organisations results in lack of voices in decision making

## PROCESSES THAT MARGINALISE THE URBAN POOR

Lack of accountability by city authorities towards urban poor leads to denial of rights and entitlements

Apathy and ignorance of the middle class perpetuates the misery of the urban poor

# PROCESS OF INCLUSION FOR URBAN POOR



# #ECRC IMPACTS – AT A GLANCE



- ◎ **Bottom-up and citizen-centric approach**

Participatory processes of data collection & analysis, convening & advocacy strengthened relationship between municipalities and citizens

- ◎ **Enhanced participation**

SICs, City-wide SIC Forums & Citizen Forums provided vibrant spaces for participation in planning, implementation & monitoring of sanitation services

- ◎ **Provisioning of sanitation services & other entitlements**

Sanitation services & other entitlements (Aadhaar Card, Voter ID, Jan Dhan Account, etc.) were made accessible in informal settlements

- ◎ **Multi-stakeholder partnerships**

#Citizen2Citizen #Citizen2ULB #Citizens2CSOs

# KEY LESSONS

## Citizen Participation in Decision Making is the Cornerstone of Inclusive City Governance



- ◉ When citizens are **informed and aware**
- ◉ When citizens are **organized**
- ◉ When citizens have **voices & choices**
- ◉ When citizens have **access to institutional spaces**