



Chapter – 15 : Community Consultation



CHAPTER - 15 COMMUNITY CONSULTATION

15.1 INTRODUCTION

The participation process for the CDP Delhi has been conducted at two levels, distinguished by the range of the stakeholders involved and their level of participation. The first level of the process was consultative in nature. The stakeholders were involved through interviews and focus group discussions for assessment of the situation in terms of levels of urban services, and identification of needs for infrastructure improvement etc. The second level of consultation was a participatory workshop with stakeholders being involved in collaborative decision making. Various stakeholder groups were identified during the consultation program.

PRIMARY STAKEHOLDERS: The beneficiaries of a development intervention or those directly affected (positively or negatively) by it. They include local populations (resource persons, community, students) in the project/program area, in particular, poor and marginalized groups who have traditionally been excluded from participating in development efforts such as JJ cluster, relocation/resettlement colonies and slum dwellers, and organizations such as Residential welfare organizations, traders' organizations, hoteliers and other associations.

SECONDARY STAKEHOLDERS: those who influence a development intervention or are indirectly affected by it. They include the borrowing government, line ministry and project staff, implementing agencies, local governments, civil society organizations, representatives of business and industry, and other development agencies. Councillors of MCD & NDMC, development agencies such as Delhi Development Authority (DDA) line departments such as DJB, PWD etc were amongst the stakeholders consulted.

Resident Welfare Associations (RWA's), as well as NGO's working on issues at a city level, were consulted through individual interactions, as well as during the workshops.

15.2 CITY STAKEHOLDERS PROFILE

The Consultation process was formulated to target stakeholders at varied levels through primary consultations in the NCTD area, and workshops. Details of the agenda of the workshops, and stakeholders consulted have been given in Table 15.1 below, and in Annexures 15.1, 15.2 & 15.3

15.2.1 Primary Stakeholders

A total of sixteen primary consultations have been carried out in different areas of the NCTD. The details of the consultation sessions held in NCTD area have been given in Table 15-1 and detailed outcome of the meetings have been presented in Section 15.3 below.

Table 15.1: Details of Primary Stakeholder Consultations in NCTD Area

Consultation Type	Stakeholder	Area
Focus Group Discussion (FGD)	JJ Cluster in Shahdara	Near Jhilmil industrial area adjacent to MCD zonal office - East Delhi
Focus Group Discussion (FGD)	JJ Cluster in Yamuna Pushta area	Near Gandhinagar on Pushta road - East Delhi

Consultation Type	Stakeholder	Area
Focus Group Discussion (FGD)	JJ Cluster in Narela	Near Harischand Talab behind Govt Girls School-West Delhi
Focus Group Discussion (FGD)	Grain Mandi Committee, Narela	New Grain Market, Narela Mandi - West Delhi
Focus Group Discussion (FGD)	Unauthorised Regularised Colony Saidulajaib	Near IGNOU, Anupam Enclave Part-II, Saidulajaib - South Delhi
Individual Interview	President, Industrial Welfare Association	Unauthorized Industrial Area, Mangolpuri - West Delhi
Individual Interview	President, Karol Bagh Trader Federation	Karol Bagh Area, Karol Bagh - North-West Delhi
Individual Interview	Owner, Mangla Steel & Sanitary House	Alipur Road, Near New Anaj Mandi Gate, Narela - West Delhi
Focus Group Discussion (FGD)	Hazard Centre-NGO Group, Sanjha Manch (representatives of slums and unauthorized colonies)	Near Munirka Village, Munirka - for NCTD Area
Individual Interview	SRUTI-Society for Rural, Urban and Tribal Initiative	NCTD Area

15.2.2 Secondary Stakeholders

The secondary stakeholders included government representatives; as well as people's representatives. Secondary stakeholders have been consulted both on technical and financial issues ; as well as their insights into development issues in the city, and people's perceptions. Secondary stakeholder consultations have been in the form of workshops, interviews, meetings, presentations and site visits. Table 15-2 mentions the secondary stakeholders consulted.

Table 15.2: Details of Secondary Stakeholder Consultations in NCTD Area

	Chief Minister/Ministers
Elected Representative	Mayor of MCD
	Ward Councillors
	Chief Secretary
Government Officials	Commissioner and Secretaries
	Heads and Staff of Government and Para-statal Departments
	Dean of Studies, SPA, New Delhi
	Faculty, SPA, New Delhi
	Senior Faculty, Institute of Economic Growth
Institutions	Ex-Chief, CII
	Head, ICRIER
	Senior Faculty, IMI
	Ex-Commissioner, Slums
	AGM, National Housing Board

In addition to the above, Dept. of Urban Development, Delhi Government (as the coordinating agency for the preparation of the CDP) called for fortnightly meetings between the Ecosmart team and representatives of key agencies and departments of the government (MCD, DJB, NDMC, DDA, Slum & JJ, PWD, Transport, Urban Development, Planning - refer table below) in order to seek inputs and feedback on the process and recommendations. The CDP evolved through these interactions; and, as a result, the participating agencies are well aware and committed to the proposals made in the document.

Table 15.3: Agencies Present In Fortnightly Reviews Of The CDP

S. No.	Designation of Stakeholder	Agency represented
1.	Chairperson Or Financial Advisor	NDMC
2.	Engineer In Chief	NDMC
3.	Additional Commissioner, Conservancy	MCD
4.	Additional Commissioner, Slums	MCD
5.	Engineer In Chief	MCD
6.	CEO	DELHI CANTT. BOARD
7.	CEO / Chief Engineer	DJB
8.	Engineer In Chief	PWD
9.	Commissioner planning / addl. Comm., plng., director plng.	DDA
10.	Commissioner Transport	Dept. Of transport
11.	MD	Delhi State Industrial And Infrastructure Development Corporation
12.	Principal Or Additional Secretary, Finance	GNCTD
13.	Director Planning	GNCTD
14.	Principal, Or Additional Secretary, Urban Development	GNCTD

The Ecosmart team also met with Civil Society Organisations and NGO's working in the various areas of urban development. Several of these also participated in the stakeholder consultation workshops (refer Annexures 15.3)

15.3 SECTORWISE VIEWPOINT OF COMMUNITY

The outcomes of the consultations are presented to enable an understanding of the current urban infrastructure situation of the city, the (adverse) impacts due to the present situation and various changes sought by the community. The tables regarding issues and suggestions emerging from the consultation have been prepared urban sector wise for clarity and ease.

Water supply

Zone wise inequitable distribution of water supply has forced consumers to depend on ground water by drilling tube wells, installing booster pumps to enhance water supply; increasing the storage capacity etc. The table below presents an area wise consumers viewpoint on service level and suggestions for water supply improvement.

Table 15.4: Summary of Consultation Findings for Water Supply in the NCTD Area

Community	Issues raised by Stakeholders		Suggestions
	Present Level of Service Delivery	Adverse Impacts	
<p>Community</p> <ul style="list-style-type: none"> • Shahdara • Narela • Mangolpuri • Tikri kalan • Savda • Ghevra • Saidula • Malviya Nagar • Karol Bagh • Gazipur • Khanpur <p>NGO & CBOs</p> <ul style="list-style-type: none"> • Hazard Centers • SRUTI • Industrial Associations <p>Institutions</p> <ul style="list-style-type: none"> • SPA, Delhi • IEG, Delhi 	<p>Service Level</p> <ul style="list-style-type: none"> • Poor water quality at the tail end of the water network • Low water Pressure • Inequitable water distribution • Acute water shortage during dry season • Irregular water supply in peripheral areas of the city • Water meter not installed • DJB performance unsatisfactory • Water tankers & Public stand posts are the only source of water supply in urban villages and JJ clusters 	<ul style="list-style-type: none"> • Water brought from 100m for domestic purpose from DJB water tanker • Water supplied from private tanker @ INR 300-500/1000 liters • Hours are spent in fetching water from DJB tankers 	<ul style="list-style-type: none"> • Need water to be supplied from surface water • Construction of more water reservoirs • Need for replacing water supply line • Laying new water supply line to provide coverage to unserved area • Laying water supply network in the relocation sites and jj clusters • Extension of Sonia Vihar scheme in unserved areas in South Delhi

15.3.1 Sewerage System

Only 35 per cent of the city is covered by a sewerage system. Unauthorized colonies, urban villages, JJ clusters and peripheral areas are devoid of a sewerage network, and therefore dependent on septic tanks for waste disposal. The sewerage network laid in around 400 unauthorized/regularized colonies are either not working or the pipe diameters are undersized to carry the sewage generated in those areas. Most of the sewage is disposed directly into drains and streams causing very unhygienic conditions and contaminating the water sources. Table 15-4 summarizes the primary consultation findings for sewerage.

Table 15.5: Summary of Consultation Findings for Sewerage System in NCTD Area

Community	Issues raised by Stakeholders		Suggestions
	Present Level of Service Delivery	Adverse Impacts	
<p>Community</p> <ul style="list-style-type: none"> • Shahdara • Narela • Mangolpuri • Tikri kalan • Savda • Ghevra • Saidula • Malviya Nagar • Karol Bagh • Gazipur • Khanpur <p>NGO & CBOs</p> <ul style="list-style-type: none"> • Hazard Centers • SRUTI • Industrial Associations <p>Institutions</p> <ul style="list-style-type: none"> • SPA, Delhi • IEG, Delhi 	<p>Service Level</p> <ul style="list-style-type: none"> • Conveyance system insufficient • Silting of conveyance network • No provision for emptying septic tanks • No provision for disposal from mobile sanitation systems • Waste from septic tanks and sewerage network discharged into the natural drainage system • Most septic tanks are unlined <p>Urban Governance</p> <ul style="list-style-type: none"> • INR 1000-1500 is charged for emptying septic tanks • Absence of sewage facility in most commercial areas, shopping malls in peripheral areas • High court order for not providing sewerage network in unauthorized colonies 	<ul style="list-style-type: none"> • Soil and water contamination • Population in JJ clusters defecates in the open due to lack of sanitation facilities • Women find it unsafe and embarrassing to defecate in the open, in community toilets • Unhygienic conditions with spread of diseases. 	<ul style="list-style-type: none"> • Sewerage system required for the city. • Need for establishment of STP and drain openings • Replacement of undersized network • Need for construction of community toilets in public places • Need for individual toilets in JJ clusters and relocation sites

15.3.2 Storm Water Drainage System

Storm water drainage in the city is mostly through nallahs and drains. The total length of storm water drainage is around 25,000km. About 50% of the existing city area is covered by open unlined drainage. The drains have become carriers of raw sewage and are generally choked with solid waste.

Table 15.6: Summary of Consultation Findings for Storm Water Drainage in NCTD Area

Community	Issues raised by Stakeholders		Suggestions
	Present Level of Service Delivery	Adverse Impacts	
<u>Community</u> <ul style="list-style-type: none"> • Shahdara • Narela • Mangolpuri • Tikri kalan • Savda • Ghevra • Saidula • Malviya Nagar • Karol Bagh • Gazipur • Khanpur <u>NGO & CBOs</u> <ul style="list-style-type: none"> • Hazard Centers • SRUTI • Industrial Associations <u>Institutions</u> <ul style="list-style-type: none"> • SPA, Delhi • IEG, Delhi 	<u>Service Level</u> <ul style="list-style-type: none"> • Absence of proper drainage system • Existing drainage system is choked with solid waste • 75 per cent of network is silted due to connection of sewage network • Water logging on road leading to damage of road surface • No drainage mapping and levels available for city <u>Urban Governance</u> <ul style="list-style-type: none"> • MCD and PWD responsible for maintenance of Drains 	<ul style="list-style-type: none"> • Incidences of localized flooding and water logging • Silting of drains • Loss of rain water and its mixing with sewage 	<ul style="list-style-type: none"> • Need for proper lining of drainage channels and improvement of surface drainage. • Need to construct more drains to carry the huge volume of water during rainy season. • Drainage should end in natural water bodies and artificial tanks for ground water recharge

15.3.3 Solid Waste Management

The MCD is responsible for SWM within the NCTD area. The daily waste generated in Delhi is about 7000 MTPD. Primary collection is carried out by the MCD through street sweeping and from storage bins. At present, only 60-65% of the waste generated is collected. No house-to-house waste collection or source segregation of waste is followed. The present collection system covers the densely populated areas and the planned colonies and there are many unplanned colonies, rural areas and JJ clusters where collection of MSW is not done or collection is done twice a week only. The waste generated in these areas is either burnt or dumped on open streams or vacant spaces by the residents. Treatment of waste, currently, is minimal --- waste is land dumped at three sites, which are nearly full. In the absence of any separate system for collection of bio-medical wastes, it is mixed with MSW.

Table 15.7: Summary of Consultation Findings for Solid Waste Management in NCTD Area

Community	Issues raised by Stakeholders		Suggestions
	Present Level of Service Delivery	Adverse Impacts	
<p>Community</p> <ul style="list-style-type: none"> • Shahdara • Narela • Mangolpuri • Tikri kalan • Savda Ghevra • Saidula • Malviya Nagar • Karol Bagh • Gazipur • Khanpur <p>NGO & CBOs</p> <ul style="list-style-type: none"> • Hazard Centers • SRUTI • Industrial Associations <p>Institutions</p> <ul style="list-style-type: none"> • SPA, Delhi • IEG, Delhi 	<p>Service Level</p> <ul style="list-style-type: none"> • Lack of Disposal Site • Regular collection of waste in selected area of city • Frequency of collection is twice a week in peripheral areas and slums • Drains are recipients of solid waste <p>Urban Governance</p> <ul style="list-style-type: none"> • Municipal Council responsible for waste collection 	<ul style="list-style-type: none"> • Drains get blocked due to waste disposal leading to water contamination 	<ul style="list-style-type: none"> • Need more dustbins • Fines to be levied on polluters • Awareness programme • Willingness to pay for door to door collection of waste

15.3.4 Transportation

The road network follows a ring and radial pattern with C.P. as focal point. Roads cover roughly 21% of the urban area in the NCTD.

The expansion of the road network and growth of vehicular traffic in Delhi has resulted in the installation of traffic signals at short distances. There are more than 700 signalized intersections located all over Delhi to control traffic operations and ensure smooth flow of traffic. The signalized intersections have led to excessive time and fuel consumption for all vehicular trips. Table 15-7 summarizes the primary consultation findings for transportation.

Table 15.8: Summary of Consultation Findings for Transportation in NCTD Area

Community	Issues raised by Stakeholders		Suggestions
	Present Level of Service Delivery	Adverse Impacts	
<u>Community</u> <ul style="list-style-type: none"> • Shahdara • Narela • Mangolpuri • Tikri kalan • Savda • Ghevra • Saidula • Malviya Nagar • Karol Bagh • Gazipur • Khanpur <u>NGO & CBOs</u> <ul style="list-style-type: none"> • Hazard Centers • SRUTI • Industrial Associations <u>Institutions</u> <ul style="list-style-type: none"> • SPA, Delhi • IEG, Delhi 	<u>Service Level</u> <ul style="list-style-type: none"> • Problem of parking in residential and commercial areas • Poor accessibility to public transport to urban fringes • Poor condition of sub arterial and neighborhood roads • Encroachments on the road • Damage to road surfaces due to construction activity • Covering of drains • Non-existent street lighting 	<ul style="list-style-type: none"> • Delay and increased travel • Increase in private vehicle ownership due to inaccessibility to public transport 	<ul style="list-style-type: none"> • Repair and maintenance of approach roads • Enhancing connectivity of peripheral area with core city area through metro. • Improvement of street lighting • Covering of Drains along the main roads in commercial and residential areas

15.4 PERCEPTION ON QUALITY OF PRESENT LEVEL OF SERVICE DELIVERY

One aspect that gets highlighted in all consultations is the dissatisfaction that people feel with the present quality of urban infrastructure and service delivery. In NCTD area as in all other cities, people have put forth the need for improvement of urban infrastructure services.

15.4.1 View on Water Supply

Primary stakeholders have expressed extreme resentment over the present service delivery. People informed that the frequency of water supply ranges from once in two days to once a week. To supplement the inadequate water supply people buy water from private water suppliers at a monthly rate of INR 250 per 1000 litre per households or through private tube wells. The community has expressed more faith in the private water suppliers than in the DJB. The community has put forth suggestions such as construction of reservoirs, construction of ring wells, community water tanks to resolve water supply woes. People have expressed their willingness to pay for improved and assured water supply.

15.4.2 View on Sewerage

At present only 35 per cent of NCTD area is covered by a sewerage system. The common method of sewage disposal is through septic tanks and soaks pits in the villages, urban fringes and other unserved areas. People in all meetings

expressed their desire to have a public sewerage system, once the system was explained to them.

15.4.3 View on Drainage

It is evident from the maximum number of responses giving top priority to addressal of drainage issues, that drainage components in NCTD area needs the most intervention. People have linked the occurrence of water logging to drainage. Drainage issues thus need to be addressed holistically. People have complained about choked drains and underground seepage from drainage channels.

15.4.4 Slum and JJ clusters

Slum areas are characterized by inadequate services such as poor approach roads, improper drainage, and lack of water supply and sewerage facilities. Residents of planned areas have expressed the view that the poor need to be included and provided for in the development of the city. Residents from all the JJ clusters have asked specifically for provision of water supply, provision of individual toilets, improvement of drainage. Moreover people also emphasized security of tenure and in-situ redevelopment to avoid loss of livelihoods.

15.4.5 Views on Traffic and Transportation Sector

The transportation sector has been accorded fourth ranking along with SWM in the priority ranking of issues and has received the third most number of responses after the drainage & sewerage systems. The generic suggestions for improvement of Traffic and Transportation sector include:

Removal of encroachment in commercial and residential areas, Repair of road network damaged due to laying of underground infrastructure Improving connectivity of the urban fringes with core city area and Provision of street lighting

15.4.6 Views on Solid Waste Management

SWM has been accorded overall fourth priority ranking by the community and the NGOs consulted. Presently waste collection services extend to all zones of the city with less emphasis on the peripheral area, unauthorized colonies and rural areas within the city. The collection service is restricted to the main arterial roads, government colonies and planned areas with city territory. Moreover, there is a dearth of dustbins in almost all the areas of the city.

In areas covered by network private waste collection system, bins (Green and Blue bins) are placed on the shoulder of the road. It has been observed that due to low efficiency of collection of waste, waste gets accumulated in the dustbins itself and spills over to the surroundings attracting stray cattle and creating traffic congestion.

15.4.7 Willingness to Pay for Services

People have expressed their willingness to pay for improved urban services like piped water with assured water supply, improved collection facility for SW and

community toilets. However, the willingness to pay varies across income groups and urban and rural areas.

15.5 STAKEHOLDERS WORKSHOPS

As part of the consultation program and in continuation to consultations being carried out across the city, stakeholder workshops were organized to arrive at a consensus on the key issues identified with regard to the various elements analyzed above, and to firm up the optional strategies to address the service delivery and financial issues identified. The workshops were organized over two days:

- the first one included representatives from government, business and trade organizations;
- the second one included institutional representatives, NGO's and RWA's in the city.

Both sessions were chaired by Ex-Chief Secretary Delhi, Shri S. Reghunathan. As part of the process, over 225 persons from various fields and sectors were contacted to attend the workshops.

The agenda of the workshops is presented in Annex 15-1 & 15-2. The list of participants is presented in Annex 15-3. The sector wise key findings are presented below.

Sector wise views of the Stakeholders: The issues discussed as part of City Development Plan (07th & 08th September 2006)

Land Management and Urban Growth

Planning Concerns

1. Decentralized planning
2. Blue Network Planning
3. Green Network Planning
4. Ward Level Planning
5. Growth of secondary level environment should be stopped
6. The master plan has been updated 1485 times, since 1962. It is a document that is revised, and not reinvented with every attempt.
7. The CDP must be prepared with respect to (a); the NCR Plan (b): Environmental concerns (c): 74th CAA (d): Economic Liberalisation, 1992
8. Heritage should be protected
9. Implement renewal of areas that are now functionally outdated
10. Urban renewal through imagination, not through an inhuman approach
11. City should have an image. Determine this, and let planning respond to it.
12. Consider implications of the Tejinder Khanna Committee Report on infrastructure requirements.



**Mr. Ashok Kumar Jain
Commissioner (DDA)**

Institutional Reforms

13. Institutional reforms- Various institutional structures to be reviewed and restructuring of centre and state.
14. Urban Renewal Mission is extended to 63 cities across the country. In all the cities the Nodal Agency is the Local Body, except in Delhi, where it is the State Government. Local government has to be strengthened. Center-State-Local continuum has to be established. The interrelationship between Central-State and Local-State are to be looked into for implementation of the projects identified under JNNURM.

NCR Linkages

15. Interstate linkage from surrounding states---Uttar Pradesh and Haryana will not part with any land for Delhi.

Environmental Concerns & Industries

16. Environment Issues such as air and water pollution are to be managed
17. Safety and Security of City dwellers
18. All Large and Medium Scale Industries are already closed in Delhi. In another 2 years, it is proposed to relocate all industries in non-conforming areas from the city (28,000 industries are to be relocated)
19. Industries located in the residential area and unauthorized colonies are to be relocated
20. 10 CETP's are commissioned (5 are under construction)
21. Rejuvenation of existing industrial area in coordination with the master plan

Slums & Urban Poor

15. Priority should be given to in-situ upgradation of slums; Relocation and Redevelopment later.
16. PPP should be used to the advantage of the poor, not the government.
17. Migration has not reduced enough to be sustainable for the city (still too high)
18. Migration from Bihar has doubled in the past decade.

Employment

19. Delhi Employment Sectors are
 - a. Competitive Trades
 - b. Transportation Trades- Distributive Trades
 - c. Central Government Offices-74 CG offices which are not directly required to be in the National Capital are identified for relocation.
 - d. Plans are to be made as per the Institutional Jurisdiction-Ward level Plan; Zonal level Plan.
 - e. Public participation and community involvement are key to undertake the development process.
20. Growth of small enterprises should be supported in Delhi --- MNC's and Large establishments can operate from the NCR
21. Investment leads to mobility in the city. There are good employment opportunities in the city, especially in manufacturing and the small scale sector.

Transport Sector

Planning Concerns

1. Transport Planning and road network development shall be undertaken in integration with land use planning; not in hindsight, as is done currently
2. Model for city has to be looked into -there has been unprecedented growth of vehicular traffic
3. Urban Transport policy to be implemented
4. Carry out comprehensive transport study
5. Design city around people not traffic - design of transport intersections keeping in mind the pedestrian traffic; busy road network in congested areas should be pedestrianised and made one way

Upgradation and Interconnectivity

6. A sustainable transport system is required, considering vehicular emissions, accidents on roads; and the composition of private vehicles
7. Inefficient Systems must be upgraded the working of the DTC needs to be looked into
8. Road augmentation and parking vs. Public Transport System
9. Interconnectivity of modes should be seamless
10. Consider the level of impact of the metro on the city development along the corridors; the levels of subsidy, elevated structures are poor designs for the city
11. Enhance public transport system
12. Ring railway system should form part of the integrated transport system, especially in view of affordability. Coordinate with other modes.
13. Regulatory measures to discourage private vehicles on road
14. Examine proposal for Bus Rapid Transit System
15. Comprehensive parking plan for solving parking problems of Delhi
16. Parking away from market place with free RTI services; introduce point to point



Mr. V. S. Madan
Secretary-cum-Commissioner (Transport)



17. Development of transport system for Disabled population
18. Encroachments on the road- 350 km of the metro city
19. Road safety system-manhole on road, design approval by auditor
20. Development of cycle tracks for cyclist safety; segregate light and heavy vehicles
21. Cycle traffic to be encouraged

Water Supply

1. Delhi has supply side management while the emphasis should be on the demand side management. Demand Assessment has not been done properly. Improvement of the water supply system should lay emphasis on the following:
 - Appropriate pricing, to curtail wastage
 - Management of the water lost during distribution
 - Lack of capacity of the system

Water Distribution & Equitable Access

2. Hydraulic modeling (Management Information System) should be adopted for the management of entire water distribution. DJB is still managing water as it was done 70 years ago. It needs management expertise.
3. Disparity in Water Distribution system should be looked into, even within each supply zone
4. No water supply network in urban villages, leading to ground water depletion
5. Equitable access to water is a question. Policies should focus on the access to water for poor. Currently, they are not entitled to have individual connections. Coping costs are very high.
6. Delhi is a city with no infrastructure -- Water Supply is lacking in many areas, power supply is intermittent, there is rampant, unauthorized construction, and multiplicity of authorities, leading to poor management. There is no interface between the provider and the user.

Repairs, Management, Monitoring & Pricing

7. Repair and management of 10,000 kms of underground water supply network is a challenge.
8. Monitoring of water supply through bulk metering etc
9. Legislative reforms and varied water pricing for the poor and rich
10. Delhi's water supply is based on consumptive use we return 80% of water supplied to the river. If the city starts recycling, we will not be able to sustain this.
11. The neighboring states to Delhi, that is, Uttar Pradesh and Haryana are also reluctant to provide water due to:
 - Leakage and poor management of water
 - The quality of water which is returned to River Yamuna
12. Delhi must insist on Renuka, Lakhwar Vyasi and Kishau dams coming up, in order to meet requirements in the long term.
13. Provision of Water harvesting to be made for Shiv Temples



Waste Water Generation and Management

1. Efficiency of the sewerage network to be improved and laying of sewerage system in the un-sewered areas. Large parts of unauthorized colonies are completely un-sewered.
2. Rehabilitation of the Silted Network must be undertaken to the extent possible -- - large parts of the network are completely silted up.
3. Kitchen and Bath water are mixed with sewage
4. Bricklined Drains are carrying sewage
5. Sewage Treatment Plant to be constructed at the end of the drains discharging water in river Yamuna
6. Only half of the existing STPs are working
7. Fixing of institutional responsibility
8. The DJB should not be made responsible for both water supply and sewerage --- Constitute a separate body for sewage and storm water disposal and rain water harvesting. These are large systems, and should have an independent agency to run them.

Solid Waste Management

Sites for Waste Disposal

1. NCR Planning Board had recommended 10,000 hectare land for disposal of solid waste of Delhi. The State Governments of UP and Haryana have not agreed to allow Delhi to have waste disposal sites in their states.
2. Decision should be made that the facilities should be at the regional level or decentralized. State boundaries should not be an issue
3. Delhi has scarcity of land for disposal. At present all the three landfill sites at Bhalswa, Gazipur and Okhla are full.
4. The guidelines of the Ministry of Environment and Forests for solid waste management needs to be complied with, meaning compliance of 'Municipal Solid Waste (Management and Handling) Rules, 2000'
5. About 500 hectares of land would be required if all the solid waste generated in Delhi is landfilled as per the abovementioned rule (SWM 2000)

Waste Minimisation, Processing and Recycling

6. Waste minimization be given top priority to save land
7. Restrict waste disposal on land
8. Promote waste processing and recycling
9. Implementation plan be made for above.

There are four composting plants in Delhi with a total designed capacity of 975 tons per day, out of which the plant owned by the MCD at Okhla is closed for the past couple of years. However, the three remaining plants are working under-capacity, to the tune of less than 50%, possibly due to quality and marketing problems. An incinerator plant was installed in the year 1986 at Timarpur with a designed capacity of



burning 300 tons per day of municipal garbage producing 3 MW electrical power. This plant could not work due to a mismatch with the quality of garbage (low calorific value and high moisture).

10. To start with, all the four existing compost plants can be augmented within a short time with technical, financial and marketing support to actually process upwards of 1000 tons of municipal garbage per day. Simultaneously plans for more processing facilities can be made to maximize processing and minimize land requirement for land filling.

Facilities for Hazardous Waste

11. Delhi also needs facilities specifically for bio-medical and hazardous waste. At present the disposal facilities are designed for municipal waste.
12. Clear policy required for management of bio-medical waste, particularly with respect to facilitating the sector. The 'Bio-medical Waste (Management and Handling) Rules, 1998' puts the responsibility on the 'Generator' of waste, the 'Operator' of the treatment and disposal facility and the 'Prescribed Authority' for monitoring and implementation.
13. Site identification for disposal of Hazardous Waste through interstate networking
14. Public participation and public awareness is a must for solid waste management

Heritage and Environment

Integrated Approach to Cultural & Natural Heritage

1. Environment and Heritage need to be looked at integrally. Heritage is associated with water systems, channels, open spaces etc. Establish contiguities of green spaces and heritage.
2. Delhi is a city contained between the ridge and the river. Development can either be around these, respecting them, or on top of these, destroying them. Natural Heritage, the river and ridge have to be preserved.

Listing & Documentation

3. Listing of natural and manmade heritage.
4. There is no comprehensive listing of heritage structure and the State Archeology Act is not in place. There is no legality in the MCD taking up heritage issues. Only the Master Plan has the legal mandate (and is the right platform to take it up)
5. Listing of heritage in Delhi is required. This should include natural, architectural, archaeological as well as cultural heritage.
6. The data for heritage is available in Delhi but in a scattered fashion. There is a need to collate all this information together.
7. MCD Town planning department shall be responsible for the listing of projects for conservation of Heritage areas.
8. Ownership and use of heritage structures has changed --- mosques in Mehrauli are being used for inappropriate uses.



Implementation & Monitoring of Heritage Management Plans

9. Conservation Management plan was prepared for DDA (1997 -98) but not implemented.
10. Implementation can be done through Heritage Management Plans and Conservation Plans
11. Heritage Plan should be implemented through master plan and zonal plan.
12. Monitoring of heritage buildings.
13. There should be a monitoring committee to oversee land in and around heritage structures - GIS can be used for this.

Conservation and Revitalisation

14. The city's heritage goals should be defined first --- funding should be accepted to achieve these goals, and not the funding agencies' goals.
15. Some parts of Delhi, like Shahjahanabad, need to be revitalized. Decision needs to be taken whether they need to be improved or reconstructed all over again, as has been done in the European countries.
16. Urban Renewal-Revival and revitalization of the city and the quality of life
17. Citywide renewal of heritage has to be decentralized.
18. Large scale redevelopment in unplanned areas to improve city environment
19. Developing park and open spaces in residential, commercial and institutional areas.
20. The city of Delhi is not at all pedestrian friendly. Pavements are not continuous, whereas roads are. No shade on streets.
21. Avenue plantation to improve the micro-climate along the road and reducing the travel time
22. Today, certain areas get flooded as the road level is higher than the colonies which gives rise to insanitary conditions.

Pollution

23. Consider pollution from various sources-due to gensets in residential, commercial and institutional premises; vehicular pollution; pollution due to the fly ash - 8000 MT/Day
24. Trans boundary Sub Particulate Matter (SPM Level) are problems for the city and resuspension of fly ash (AIIMS and CPCB)
25. Effect of pollution on human health due to Pb, Co, C₆H₆ and PHC respectively.
26. Burning of rags, solid waste in Khanpur and Vikaspuri (rag picker's colonies) area are health hazards for the city's inhabitants.
27. Heavy metals in soil are a consequence of use of paints-60000 tonnes per year.

Revival of Environmental Assets

28. Revival plan for water bodies not undertaken and around 800 water bodies are already lost.
29. Drains are in danger of being lost.
30. Rain water harvesting should be first undertaken by government and then model are replicated for private structures. Only 37 lakhs have been spent in 5 years on RWH.
31. Water Channels are near the mounds and heritage structures are near the water channels.
32. City's natural heritage systems are to be integrated --- Continuity of green spaces and water channel.

33. Revival of environment assets -Nazafgarh Jeel - 7 km²; Jahangirpuri lake and Horse Shoe Lake, Bhalswa needs restoration.
34. Building up aquifers-depletion of water table.
35. Protection of Delhi Ridge as forest belt near Faridabad border.

Storm Water Drainage

1. Remodelling of drains are required
2. Discharge of sewage into storm water drains must be stopped
3. Covering of drains and turning them into roads is not desirable (e.g., Najafgarh drain and Barapulla drain)
4. Storm water drains are silted up to the extent of no desiltation. Therefore drains are to be reconstructed

Urban Slums and Housing

1. There is no slum policy (for JJ clusters and slums) in place
2. There is no act, or consistent policy for tenure security and relocation sites
3. In situ upgradation of slums does not take place - rather, only relocation is done
4. It is always claimed that there is no land available for Slum Relocation in Delhi. This does not seem to be true. In the first Master Plan, 43,000 Hac. of land was allocated for housing, but the DDA had utilized barely 25% of this.
5. Populations are shifted to relocation sites before infrastructure is provided why cannot infrastructure be provided beforehand?
6. The DDA does not provide land for relocation. So settlements should form Cooperative Society for Slum Relocation and rehabilitation
7. In-situ upgradation for Slum / JJ Clusters-Land owning agency has to forego the land cost. In-situ upgradation is the only answer. Land owning agencies should form a mission and give up their lands.



8. Slum department is collecting money (advances) for slum development, but not using it for slum development
9. JJ Cluster and Slums are to be treated as integral part of the city. Different segments of the population have to co-exist. The planning process has not provided for them.
10. Precedence of legal security Mumbai Model the Act in

Maharashtra gives urban poor the right to housing; provides for in-situ rehabilitation.

11. Recognize Urban Poor's right to housing
12. 40 sqm per family is the minimum size of plot to be provided for the slum dwellers.
13. The cutoff date should be of a year back; instead of a decade back

14. Look into the affordability of EWS housing provided by DDA. One DU costs approx. 1 lakh.
15. Enough provision for EWS housing in the city should be made.
16. Work place relationship is lacking at relocation sites
17. The relocated population are to be provided with free bus passes for a period of at least 5-10 years
18. Bank loans and support from financial institutions are to be provided to inhabitants of slums and JJ clusters
19. Minimum norms of physical and social infrastructure are not available at relocation sites and JJ clusters
20. Land is available for insitu upgradation of slums / JJ clusters --- if land is a constraint at the existing site, the relocation site should not be more than 1km distant
21. Slum department has rehabilitated 8000 families with investment of 20 crore.
22. Problem of Ragpickers in Delhi
23. Service providers of the city are staying in JJ clusters
24. Slum rehabilitation are short term
25. The rent control act creates artificial scarcity of housing in the city
26. Affordable rental housing for poor --- there should be more of this
27. Creating Housing for the poor
28. Plots, with shared infrastructure (which can be upgraded at a later date) and one room tenements should be made available for urban poor. Also, multistoried accommodation can be provided next to the work centers.
29. Fresh migrants are to be provided with subsidized housing with only cost of construction
30. Unplanned rehabilitation of the poor leads to theft in urban services
31. Unauthorized colonies lack basic infrastructure
32. Dislodging of the poor for utilization of lands
33. Lack of planning and implementation

Institutional Assessment & Governance

1. The lack of effective governance is a critical issue in the city
2. Need for a well- defined authority to manage the city
3. Institutional reform, in order to ensure transparency and responsiveness, is required.
4. Multiplicity of Authorities
5. Institute a competent design authority to design, build and maintain good public places.

Agenda for Workshop

Date : 07.09.2006

Schedule	Agenda	
1.45 PM to 2.00 PM	Registration	
2.00 PM to 2.05 PM	Welcome address	By Mr. Mahesh Babu, CEO, IL&FS Ecosmart
2.05 PM to 2.15 PM	Opening Remarks	By Chairperson, Mr. S. Reghunathan, Former Chief Secretary, Govt. of Delhi
2.15 PM to 3.00 PM	State of City Presentation	By Suneetha Kacker, IL&FS Ecosmart
3.00 PM to 4.00 PM	Open House Discussions	Chairperson, Mr. S. Reghunathan
4.00 PM to 4.15 PM	Tea Break	
4.15 PM to 5.15 PM	Discussion by Sectoral sub- groups	Sectoral Coordinators:
	<i>Urban Slum & Poor</i>	<i>Suneetha Kacker</i>
	<i>Urban Services</i>	<i>Rahul Singh/Dr. P.K Jain</i>
	<i>City Environment & Heritage</i>	<i>Harleen Kaur/Anuradha /Dr. N.B.Majumdar</i>
	<i>Urban Transport</i>	<i>Sandeep Kaushik</i>
5.15 PM to 6.00 PM	Sectoral Strategy Presentation (10 minutes for each sector)	By Sector Leaders/Coordinators
6.00 PM to 6.15 PM	Strategy for the City	By Chairperson, Mr. S. Reghunathan
6.15 PM to 6.20 PM	Conclusion	By Dr. S. Mukherjee, IL&FS Ecosmart

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	<i>Urban Transport</i>	<i>Sandeep Kaushik</i>
5.45 PM to 6.00 PM	Strategy for the City	By Chairperson, Mr. S. Reghunathan
6.00 PM to 6.10 PM	Conclusion	By Dr. S. Mukherjee, IL&FS Ecosmart

List of individuals invited for CDP Workshop

S. No.	Name & Designation
1.	Dr. Venugopal Director Central Pollution Control Board
2.	Dr. Trivedi Additional Director Central Pollution Control Board
3.	The Member Secretary Central Ground Water Board
4.	Mr. S. S. Ghonkrota Delhi Pollution Control Board
5.	Dr. Nandita Moitra Delhi Pollution Control Board
6.	Dr. M. P. George Delhi Pollution Control Board
7.	Mr. Lalit Kapoor Additional Director National River Conservation Directorate Ministry of Environment & Forests
8.	Dr. B. Sengupta Member Secretary, Central Pollution Control Board
9.	Mr. Pradeep Khandelwal SE, Planning Department Municipal Corporation of Delhi,
10.	Mr. Surinder Pal Eng. Deptt, Municipal Corporation of Delhi,
11.	Mr. Anil Prakash Director-in-Chief Municipal Corporation of Delhi
12.	Mr. A. K. Jain Commissioner Delhi Development Authority,

13.	Mr. Ashok Kumar Addl. Commissinor Office of Master Plan for Delhi,
14.	Mr. Ravider Kumar Kakker CPWD
15.	Mr. R. K. Gupta Chief Engineer (Works), Delhi State Industrial Development Corporation Ltd
16.	Mr. B. K. Sharma Director (Planning), Department of Urban Development, Government of NCT of Delhi
17.	Mr. V. V. Bhatt Principle Secretary (Fin / Plg.), Department of Planning, Government of NCT of Delhi
18.	Mr. Arun Mathur Chief Executive Officer, Delhi Jal Board
19.	Mr. Ashish Kundra Addl. Chief Executive Officer, Delhi Jal Board
20.	Mr. R. B. Mohar Chief Engineer (Civil-III), Delhi Jal Board
21.	Mr. M. C. Pareva Office of the Chief Engineer, Irrigation & Flood Control Department
22.	Mr. Omkar Singh Conservator of Forest & Chief Wildlife Warden, Department of Forest
23.	Mr. Prabhat Tyagi Department of Forest
24.	Mr. B. B. Uppal Ministry of Unrban Development
25.	Mr. R. Jeyaseelan Chairman, Central Water Commission

26.	Mr. B. S. Ahuja Member (WO&P), Central Water Commission
27.	Mr. S. K. Agarwal Member, Central Water Commission
28.	Mr. B. B. Saxena Principal Secretary (UD), Department of Urban Development
29.	Ms. N. Jayaseelan Secretary (Environment), Government of NCT of Delhi
30.	Dr. Rajeev Babu Director General Archeological Survey of India
31.	Dr. R. C. Sharma Joint Director General, Archeological Survey of India
32.	Lt. Col. S. K. Garg Medical Officer of Health, NDMC
33.	Dr. Indrani Chandrasekhran Director, Ministry of Environment & Forests
34.	Dr. U. Sridharan Addl. Director Ministry of Environment & Forests
35.	Mr. Akash Mahapatra Director Panchayat, GNCTD
36.	The Member Secretary National Capital Regional Planning Board
37.	Er. S. Jethwani Director Works, Office of Engg. In Chief
38.	Er. R. F. Shoran Project Manager, Public Works Department

39.	Mr. V. S. Madan Secretary-cum-Commissioner (Transport)
40.	Mr. Umesh Tyagi Joint Commissioner (Transport)
41.	Mr. Brahmanand Director Planning, State Transport Association
42.	Mr. B. I. Singal Tech. Advisor, State Transport Association
43.	Shri V. B Jhulka Dy. C. G. M. Traffic,
44.	Mr. Suman Sharma Chief Manager, DTTDC
45.	Mr. S. Sharma S.E.-DTTDC,
46.	Mr. R. Raina S.E -II, New Delhi Municipal Corporation
47.	Mr. D. Verma DCP Traffic
48.	Dr. S. Gangoupadhyay Head Traffic & Transport Division, CRR
49.	Dr. P. K. Sarkar Prof.& Head, Dept. of Transport Planning,
50.	Dr. Sanjay Gupta Asst. Professor, Dept. of Transport Planning,
51.	Ar. P. R. Mehta Ex- President Council Of Architecture,
52.	Shri Anul Dyal CPRO, Delhi Metro Rail Corporation,

53.	Dr. Dinesh Mohan I.I.T Delhi
54.	Dr. Geetam Tiwari I.I.T Delhi
55.	Mr. Rohit Baluja Institute of Roads & Traffic Education
56.	Mr. Sandeep Patil CII
57.	Mr. Manmohan Singh SRUTI
58.	Mr. Chhabra Secretary, NICWA Narela Industrial Complex Welfare Association
59.	Shri Basant Somani President, NICWA Narela Industrial Complex Welfare Association
60.	Mr. Dharampal President, IWSSP Industrial Welfare Society
61.	Ms. Amita Bhaviskar Institute for Economic Growth
62.	Mr. K. T. Ravindaran Dean, School of Planning and Architecture
63.	Mr. A. G. K. Menon TVB School of Habitat Studies
64.	Mr. Amitabh Kundu Jawaharlal Nehru University, Centre for Study of Regional Development
65.	Mr. Parth Shah Director, Centre for Civil Society
66.	Mr. Promod Chawla President, URJA (Association of RWA's)
67.	Mr. Farhad Suri Mayor, Municipal Council of Delhi

68.	Ms. Sunita Narayan Centre for Science and Environment
69.	Ms. Anumita Roy Centre for Science and Environment
70.	Mr. Suresh Babu Centre for Science and Environment
71.	Dr. T. S. Panwar TERI
72.	The Director WWF
73.	Mr. Ajay Mahajan Kalpavriksha (NGO)
74.	Mr. Ashok Khosla Development Alternative
75.	Dr. Dilip Biswas Chairman, CPCB (Retd)
76.	Mr. Ravi Aggarwal Srishti / Toxic Links,
77.	Mr. Uma Bharadwaj ACCORD (NGO)
78.	Mr. Depinder S Kapoor Water Aid
79.	Mr. EFN Riberio Gulmohar Enclave
80.	Mr. O. P. Jain INTACH
81.	Mr. Arun Gupta INTACH
82.	Cris Heymans World Bank
83.	Subhagato Dasgupta World Bank
84.	Dr. Satpal Singh NIUA

85.	Mr. R. M. Pillai Commissioner, Slum Department
86.	Mr. S. K. Das (Prominent Architect & Planner)
87.	Mr. Kapil Narula TERI,
88.	Col. Rakesh Jauhari TERI,
89.	Mr. Manu Bhatnagar INTACH
90.	Mr. Dunu Roy Hazard's Center (NGO), Munirka
91.	Mr. Ramendra Sanjha Manch (NGO)
92.	Mr. V. K. Jain TAPAS (NGO)
93.	Ms. Bharti Chaturvedi Chintan (NGO)
94.	The President Residential Welfare Society, Nizamuddin
95.	The President Residential Welfare Society, Defence Colony
96.	The President Residential Welfare Society, Tuglakabad
97.	The President Residential Welfare Society, Old Rajendra Nagar
98.	Prof. H. B. Singh President, RWA, Kaushambi
99.	Mr. Ashok Lal Prominent Architect, Civil Lines
100.	Mr. Roshan Seth

	Geetanjali Enclave
101.	Mr. Sanjay Kaul & Mr. Pankaj Gupta People's Action
102.	Mr. Ravi Das Engineer-in-Chief Municipal Corporation of Delhi,