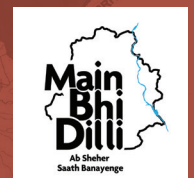




Assessment of People's Awareness on Delhi Master Plan 2021-41



Indo-Global
Social Service Society



Credits

Research Lead: **Shalaka**

Research Supervisor: **Aravind Unni**

Design: **Manoj M. Hodawadekar**

Cover picture: **Intekhab Alam**

Data collection: **Kavita, Kundan, Atul, Preeti, Ajay, Tarun, Asha, Kuldeep, Aarti, Dharmpal, Manjeet, Meenakshi, Mahender, Vikas, Hemlata and Bharti**

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Main Bhi Dilli campaign

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



Assessment of People's Awareness on Delhi Master Plan 2021- 41



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Social Service Society
Celebrating the Spirit of Humanity





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Acronyms

DDA - Delhi Development Authority

NIUA - National Institute of Urban Affairs

MPD - Master plan of Delhi

IGSSS - Indo Global Social Service Society

MBD - Main Bhi Dilli campaign

URDPFI - Urban and Regional Development Plans Formulation and Implementation

COVID- 19 - Coronavirus Disease 2019

CSOs - Civil Society Organisations

NGOs - Non-Governmental Organisations

RWA - Residential Welfare Association

Introduction

A master plan of the city decides where particular activities take place, how much area and new infrastructure is required for it. It lays out a view about how the city should expand, sustain itself and be in the future. Delhi Development Authority with the support of National Institute of Urban Affairs is in the process of preparing the new master plan which will be applicable for the period of 20 years 2021- 41. As of December 2020, the organisations in-charge of this process have organised very limited online public consultations where citizens, CSOs and campaigns could raise their voices. These public consultations are a great opportunity to raise many key concerns and challenges that MPD 2041 must urgently address. Organising a handful of consultations with a few groups not representative of the city of Delhi is not sufficient in making this master plan an inclusive people’s project.

For long, the planning of the city has continued to be confined to a limited group of government officials and technical experts. The general masses have historically not been represented adequately in the planning processes of the city. However, the DDA Act 1957 and URDPFI guidelines mandate public participation in the decision-making processes. This means that at every level of this process, public participation/consultation is crucial. City master plan is prepared for all residents of the city and this is why each of them has an equal say in the master planning process. Local NGOs, concerning authorities, RWAs, are also supposed to be active stakeholders in the process. Unfortunately, experiences from previous plans have shown that the planning process is undemocratic and non-participatory which makes the final plan divergent from ground realities and not reflective of the needs of the bulk of the masses. A vast majority of people, till now, not only lack a say in the way the city is planned, but have been viewed as negligible contributors to the city whose needs are therefore never recognized. In Delhi, planning remains a centralised, top-down process which is deliberated only among “technical experts”. We believe that all residents of Delhi have a right to be heard and to be part of envisioning the urban future. There is a critical need, therefore, to make the process of planning more representative and accessible to all.



Objective

We conducted this survey to assess and monitor the awareness level amongst the residents of Delhi regarding the master plan. The aim is to draw the attention of the government and development authorities towards the non-inclusive procedures being used to conduct what is legally mandated to be an inclusive democratic process. This survey also aimed to educate residents of Delhi towards this crucial city planning process. This report wants to present the data on the awareness of Delhi master plan which will help the government and development authority to take appropriate actions and measures to fulfill the rightful duty of making the process inclusive.

Methodology

This survey involved objective questionnaires, having personal face to face and telephonic interviews with 1025 people with different age groups, genders and occupations. This was carried out at different locations of Delhi. The data was collected using a questionnaire consisting of 3 basic questions for everyone. The interviews were short and for those who had no awareness on MPD 41, it took 2 minutes to complete. Based on the basic level of awareness of the interviewee, the survey then took 7-8 minutes to complete. The first set of questions gauged the basic awareness of the MPD 41 and if the interviewee said they were aware of this, then there were then 8 follow-up questions. The language medium of the questionnaire was both english and hindi.

Survey Process

- Step 1-** Questions were discussed within the survey team.
- Step 2-** Designed and created survey on the KoBo Collect (Annexure)
- Step 3-** Pilot survey was conducted with 10 respondents to check if the questions were clear and uncomplicated. Corrections were made accordingly.
- Step 4-** Training was imparted to the mobilisers and volunteers to conduct the survey on the basis of the questionnaire.
- Step 5-** Volunteers and community mobilisers picked up locations themselves majorly in the informal settlements, RWAs and metro stations. IGSSS database of informal sector workers like domestic workers, construction workers, street vendors and waste pickers living in Delhi was also used to make telephonic interviews.
- Step 6-** Passers by in the locations were asked for their consent before participating. This follows by the introduction of the volunteer and the survey process.
- Step 7-** Every interview ended with a conversation on master plan where the volunteer shared important information on the master plan after which people expressed their views and demands.

The locations these interviews were conducted in are as following:- Baljeet nagar, Gulshan chowk, Bawana, Wazirpur, Pitampura, Patel Nagar metro station, Nehru Enclave metro station, Vishwas apartment (Dwarka), Kalkaji RWA block E, Trilokpuri, Badarpur, Sangam vihar, Subhash camp, Madanpur Khadar, Bilaspur camp and Sarita Vihar Metro station.



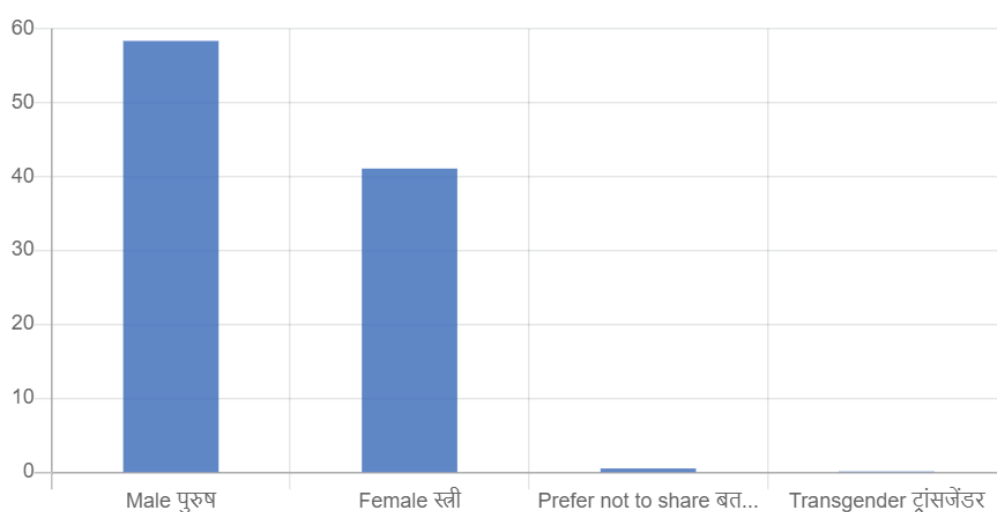


Questionnaire and findings:

Profile of the respondents

Age: The ages of the respondents ranged from 18 to 75. The survey respondents involved people from varied age groups with the youth (18 years - 35 years) being the most prominent.

Gender

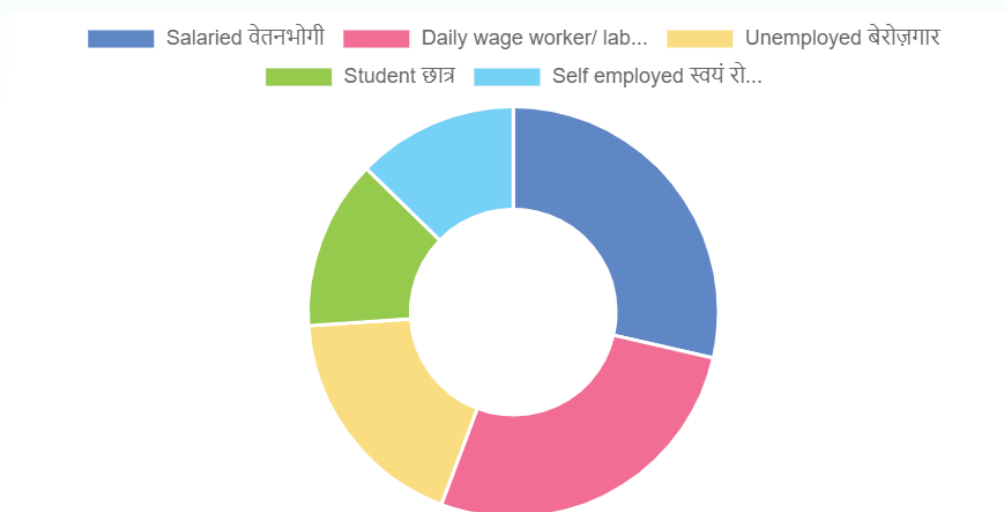


Value	Frequency	Percentage
Male पुरुष	598	58.34
Female स्त्री	421	41.07
Prefer not to share बताना उचित नहीं समझते	5	0.49
Transgender ट्रांसजेंडर	1	0.1

The majority of respondents were men and women. The team could speak to only one trans person and there were five respondents who refused to reveal their gender identity.

Occupation

Age: The ages of the respondents ranged from 18 to 75. The survey respondents involved people from varied age groups with the youth (18 years - 35 years) being the most prominent.



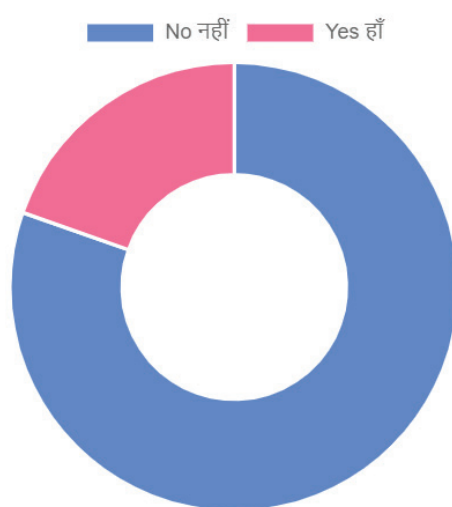
Value	Frequency	Percentage
Salaried वेतनभोगी	293	28.59
Daily wage worker/ labourer दैनिक वेतन कामगार/मज़दूर	278	27.12
Unemployed बेरोज़गार	187	18.24
Student छात्र	137	13.37
Self employed स्वयं रोज़गार	130	12.68

The survey respondents involved people from varied occupational backgrounds like service/ salaried, daily wage labourer/ worker, unemployed, students and self employed (as can be seen in the graph above). The survey tried to make balance amongst the daily wage worker/ labourer and salaried professionals. The graph also highlights that a great number in Delhi is currently unemployed.

Questions on MPD41

Have you '**heard**' about the Delhi master plan?

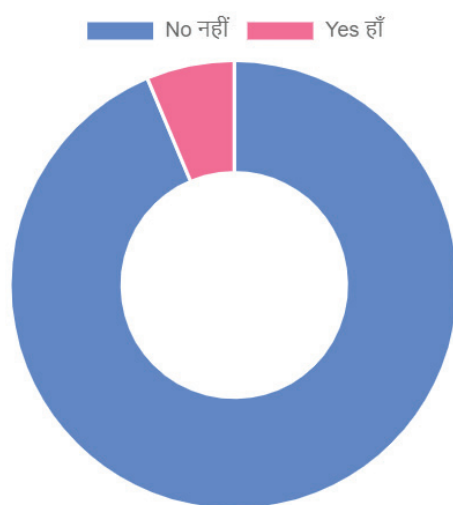
क्या आप ने दिल्ली के मास्टर प्लान के बारे में '**सुना**' है?



Value	Frequency	Percentage
No नहीं	824	80.39
Yes हाँ	201	19.61

Our findings based on the survey show that out of 1025 people, only 201 have heard about the Delhi master plan. This means that 80% of the population is unaware about the existence of the master plan which decides the future of Delhi and its residents.

Do you '**know**' about the Delhi master plan?
क्या आपको दिल्ली के मास्टर प्लान के बारे में 'पता' है?



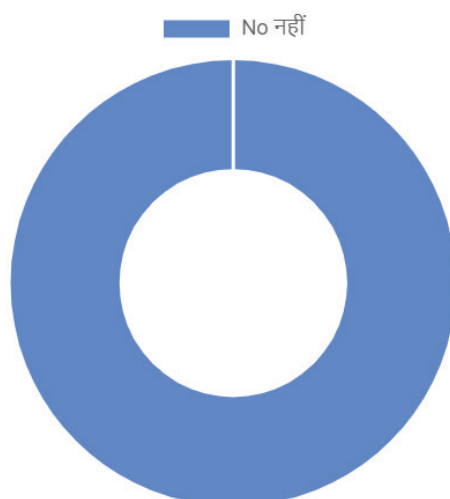
Value	Frequency	Percentage
No नहीं	960	93.66
Yes हाँ	65	6.34

Our survey shows that out of 1025 people, only 65 people know something about master plan. They have heard about this term and they claim that they know about this development process.

People who responded 'yes' to the above question were asked the following questions:

Have you seen the Delhi master plan 2021 report?

क्या आपने मास्टर प्लान 2021 का दस्तावेज पढ़ा या देखा है?

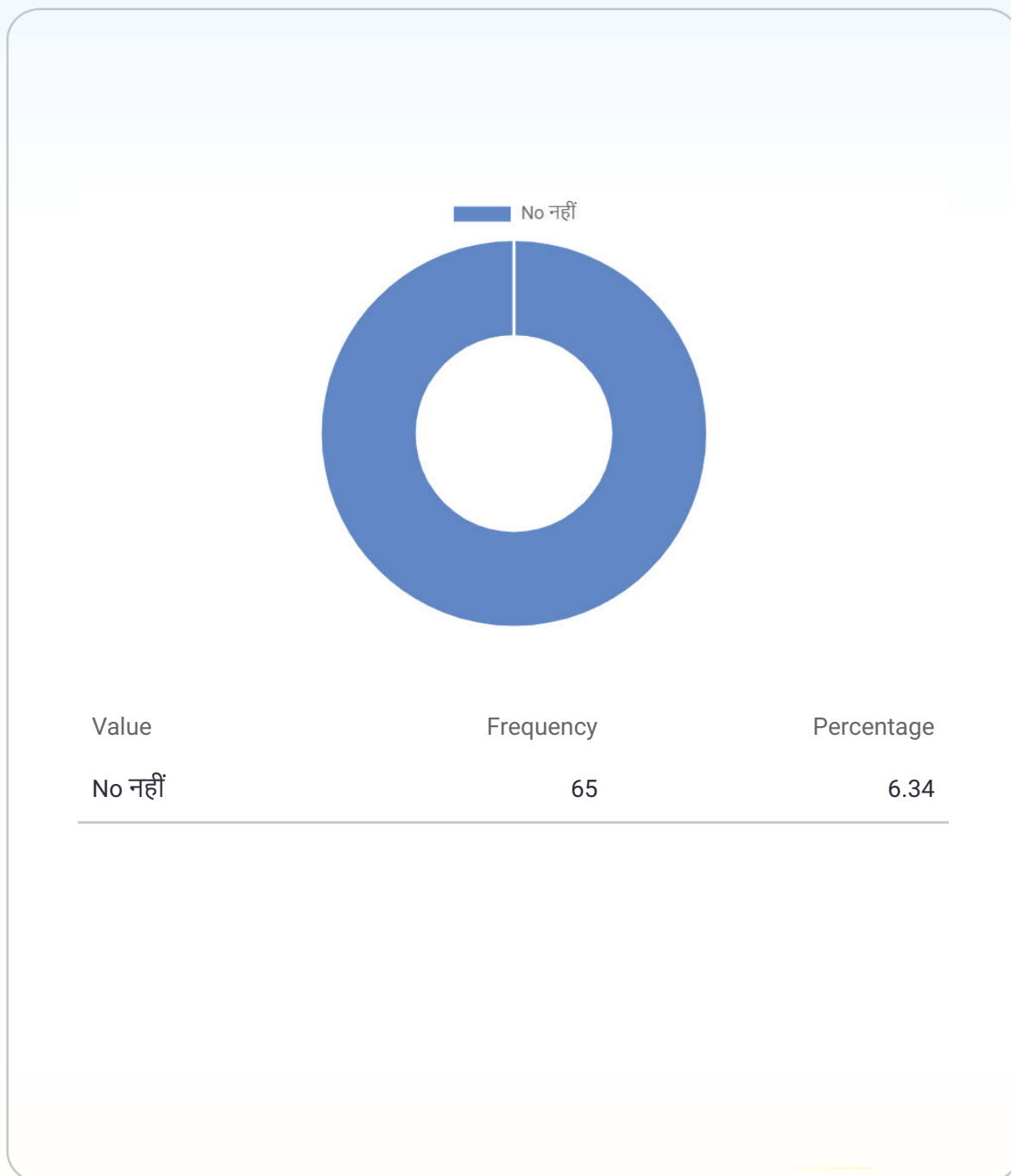


Value	Frequency	Percentage
No नहीं	65	6.34

Out of 65 people who responded 'yes' to the above question of whether they know about the master plan process, no one has ever seen or read the master plan report which lays out the plan. Many were oblivious that this report exists in the public domain.

Do you know how to read the land use map for Delhi master plan?

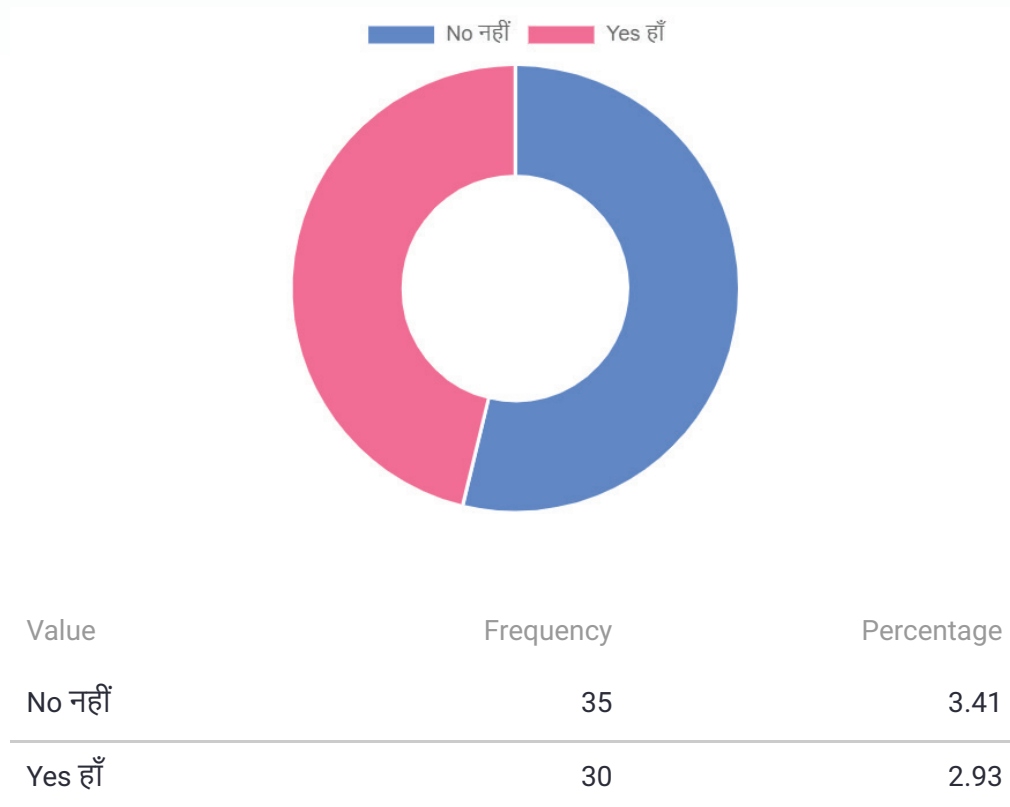
क्या आपको दिल्ली मास्टर प्लान का लैंड- यूस मैप पढ़ना आता है?



The same 65 people have expressed that they do not know how to use or read the land use maps. The land use map specifies the land reservations and zoning was something that people were totally unaware about.

Do you know which agency is responsible for making the Delhi master plan?

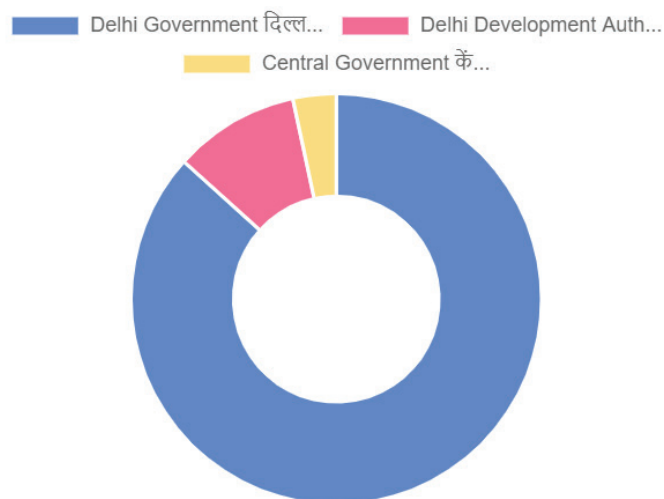
क्या आपको पता है दिल्ली मास्टर प्लान किस प्राधिकरण का दायित्व है?



Interestingly, out of the same 65 people, 30 were quite confident that they know which agency is looking out for the master plan whereas 35 said that they are not sure.

If yes, then which agency is responsible for making the Delhi master plan?

दिल्ली मास्टर प्लान किस प्राधिकरण का दायित्व है?

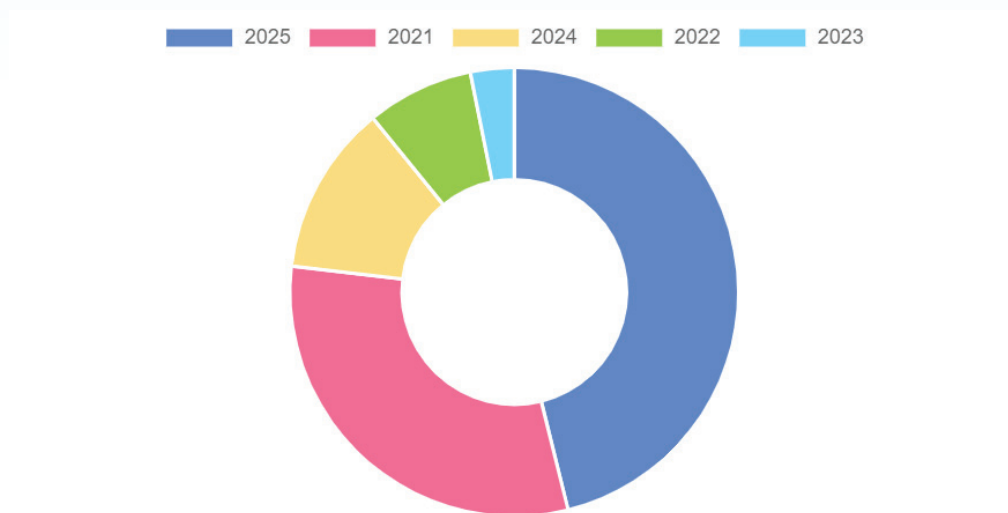


Value	Frequency	Percentage
Delhi Government दिल्ली सरकार	26	2.54
Delhi Development Authority दिल्ली विकास प्राधिकरण (डीडीए)	3	0.29
Central Government केंद्र सरकार	1	0.1

Out of 30, majority (26) of the population have said that it is the Delhi Government in-charge of the Delhi master plan. Only three people answered correctly that it is DDA which makes the plan.

When is Delhi supposed to get its new master plan?

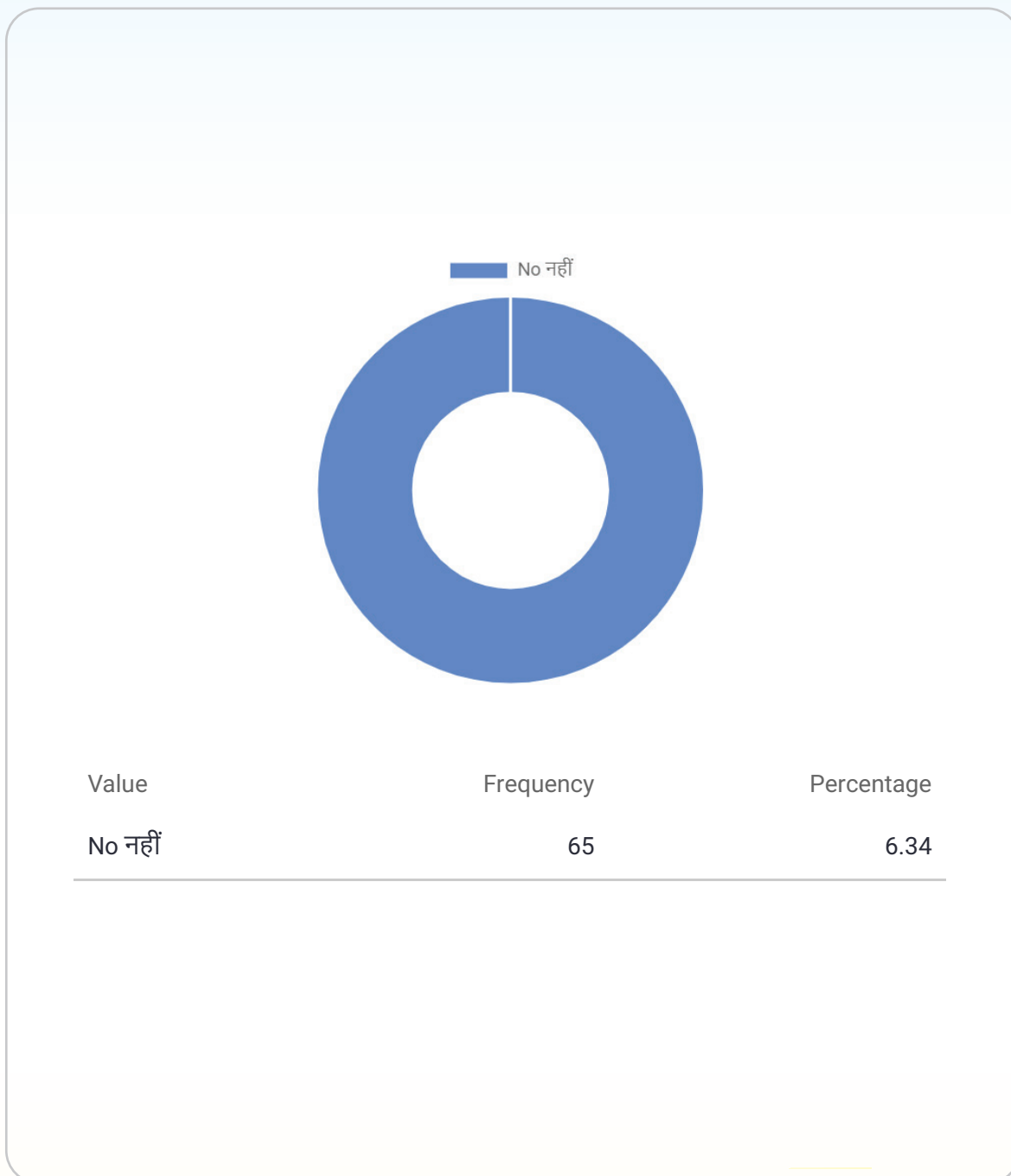
दिल्ली का नया मास्टर प्लान किस वर्ष में आ रहा है?



Value	Frequency	Percentage
2025	30	2.93
2021	20	1.95
2024	8	0.78
2022	5	0.49
2023	2	0.2

When asked about the year in which MPD is supposed to get released, Out of 65 people, 30 voted for the year 2025 and 20 answered correctly that it is 2021. 8 people have voted for 2024 and 5 voted for 2022 as well. This means out of 30 people, only the 2% were aware of the MPD timeline.

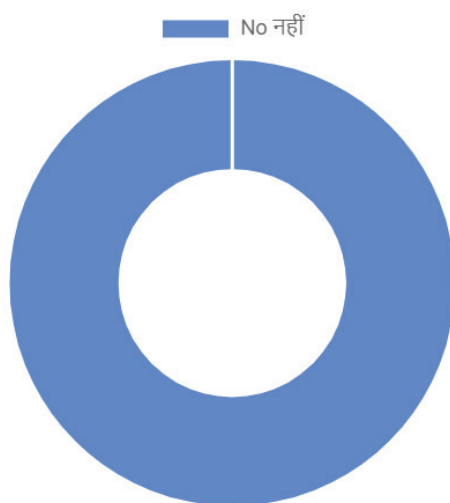
Have you ever visited official website to check the MPD 41 portal, forms, reports and maps?
क्या आपने कभी आधिकारिक वेबसाइट पर दिल्ली मास्टर प्लान का पोर्टल, फॉर्म, रिपोर्ट या मैप देखा?



All the 65 people have said that they have not visited the official MPD website where the reports, maps and other information regarding MPD41 can be found. They have also not checked the MPD41 portal where people can give their suggestions and objections on the master plan. Many were not even aware of the existence of this official website.

Have you participated in any public consultation on MPD 2041?

क्या आप ने दिल्ली मास्टर प्लान 2041 के किसी भी पब्लिक मीटिंग में भाग लिया?

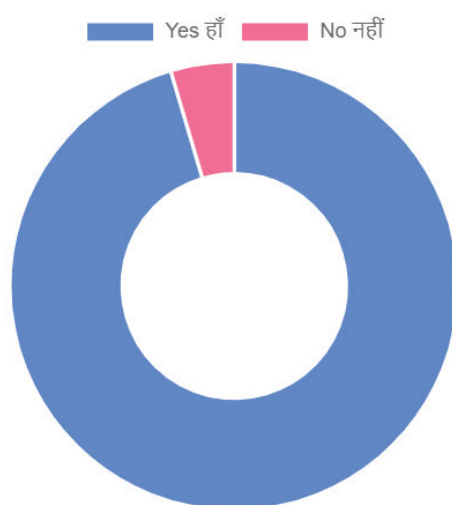


Value	Frequency	Percentage
No नहीं	65	6.34

Out of 65 people, no one has participated in any public consultation/ meeting organised by the authorities. Many of them said that they have no idea that these meetings are happening. This response eliminates the question where we are asking on what platform they have attended meetings.

If no, then do you want to participate in the process?

यदि नहीं, तो क्या आप इस प्रक्रिया में भाग लेना चाहेंगे?



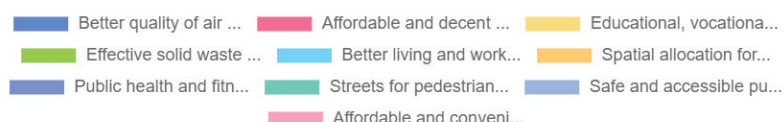
Value	Frequency	Percentage
Yes हाँ	62	6.05
No नहीं	3	0.29

Out of 65, 62 people have expressed their interest in attending the public meetings organised by the authorities. This number reflects that people are enthusiastic to know more and to be part of their city making/ development process.

The following question was asked to every respondent irrespective of having awareness on MPD:

What are the 4 most prominent issues in delhi which should be addressed by master plan?

ऐसे क्या 4 बड़े मुद्दे हैं जो आप चाहेंगे कि आने वाला मास्टर प्लान में ज़रूर देखे जाए?



Value	Frequency	Percentage
Better quality of air and water बेहतर हवा और पानी	573	55.9
Affordable and decent housing for all सब के लिए अच्छे और किफ़ायती घर	520	50.73
Educational, vocational and skill centres for Youth युवा के लिए शिक्षा, वोकेशनल, कौशल केंद्र	514	50.15
Effective solid waste management in the city बेहतर सॉलिड वेस्ट मैनेजमेंट	476	46.44
Better living and working conditions in Delhi आवास और काम पर बेहतर सुविधाएँ	370	36.1
Spatial allocation for livelihood रोज़गार के लिए शहर में आरक्षित जगह	360	35.12
Public health and fitness infrastructure स्वास्थ्य और फ़िटनेस केंद्र	342	33.37
Streets for pedestrians and cyclists खुद चलने व साइकल चलाने के लिए सड़क	333	32.49
Safe and accessible public spaces सुरक्षित और सुगम सार्वजनिक स्थान	307	29.95
Affordable and convenient transportation system किफ़ायती और सुविधा जनक यातायात	305	29.76

Out of all the 1025 people interviewed, all the 10 issues are coming out to be prominent. The survey shows that the majority of people have voted for 'better quality of air and water', many have also gone for 'affordable and decent housing'. This was seen that as the 'unemployment' rate is high, many have chosen educational, vocational and skill centres. People are troubled with poor management of solid waste and they want the authorities to address that. From the livelihood perspective, many have opted for spatial allocation and better conditions at their live and work spaces. Public health centres, streets for pedestrians and cyclists, safe and accessible public spaces and affordable and convenient transportation system also grabbed many eyes.

Insights/ conclusion:

7 crucial facts that we have covered in this survey-

- 1 Only **6%** of the respondents know about the Delhi master plan
- 2 Only **1.95%** of the respondents are aware on the timeline of MPD41
- 3 Only **0.29%** of respondents know which agency is responsible for making the MPD
- 4 **No respondent** has seen or read the last master plan report
- 5 **No respondent** know how to use or read land use maps
- 6 **No respondentt** has visited the official DDA website to check the MPD portal
- 7 **No respondent** has attended any public consultation but majority has shown a great interest in attending them

The survey highlights the alarming degree to which the residents of Delhi are uninformed about the MPD 41. The people for whom the DDA is making this master plan are unaware of its existence and those who are, have not been exposed to the details, processes and the significance this master plan will have on their daily lives. These findings also highlight the gap in the process that is being followed by governing bodies.. The element of general public participation has been left unaddressed in this process. The DDA has publicly committed to release the draft plan in 2021 which then will be receiving people's suggestions/ objections. This plan is going to map out the space and infrastructure that all manner of people can and cannot use for the next 20 years. The lack of awareness and understanding of the Delhi master plan reveals the process to be not only undemocratic but also problematic for the current and future residents of the city. The significance of this master plan should be represented to all persons affected by it in an appropriate manner so that the democratic nature of city planning can be further strengthened.

Recommendations:

The DDA must ensure all Delhi residents that the upcoming master plan will be participatory and inclusive at all levels of its preparation. This will require-



Availability, accessibility and transparency

1. The master plan along with zonal and local area plans must be available at all government and private offices at all the possible locations. The more accessible master plan document is, the more aware people will be. This shall also include all educational institutes like schools, colleges and public libraries as well.
2. Zonal offices in Delhi must be utilised as walk-in centres providing a display of the updated master plan map and information to build an understanding on the same.
3. The present master plan is very technical in nature and is available only in the english language. It is very important that the language should be simple to read and understand. This would require the document to be available in all regional languages such as Hindi, Punjabi and Urdu.
4. All the online forms designed for the purpose of collecting data and the DDA portal must be in both languages- english and hindi. That way people may have a better understanding of the questions that are being asked.
5. It is very important to make the process transparent. This would require the DDA to constantly update people on new information and developments. This also includes updation of zonal and local area plans and the prompt availability of them in the public domain.



Initiate the process of consultations

6. People should be able to continue giving their suggestions and objections on each and every decision that DDA makes or any document/ information it releases. This can be done by well publicised public meetings or through accessible online forums on which the DDA should take a guarantee to respond.
7. Each ward in Delhi shall have its own consultation. This way, we will be able to have 272 public consultations apart from the sectoral consultations.
8. Apart from online meetings, ground consultation meetings must be organised with all the COVID precautionary norms so that people do not face any technical

and language barrier.

9. The master plan shall be revised and updated constantly so that the information and strategies are not outdated and for this, it is important that this 'public participation process' does not stop and goes on for the next 20 years.



Discourse around master plan

10. Most importantly, awareness training and drives regarding master plan must be carried out constantly to prepare them for the 'feedback and suggestion' phase. This is important to reach out to them so that they can participate in the process. This would mean that everybody in the city has a deeper understanding about their city and its master plan. People must be able to read the document and identify their location, neighbourhood area, workplace, public spaces and roads in the land use maps.
11. These awareness programs must address the intersectional nature of diversity in Delhi. All the sectors such as informal sector workers, homeless, people with disabilities, women, trans people, children, youth, elderly, etc must be clearly identified first. This will help the DDA to design the awareness programs and the process considering the different needs and challenges of each sector/ identity.
12. Educational classes, videos and movies on MPD 41 should be made and shared widely with the residents of Delhi and in educational institutions. Engaging with the media will also be very fruitful in making the master plan 'public'.
13. DDA must include a maximum number of NGOs, CSOs, worker unions, community mobilisers and campaigns in all the stages as they can bring their expertise to the process and also can mobilise people to strengthen the planning process.

Annexure:

MPD41 Survey

Name नाम

Age उम्र

Gender जेंडर

- Transgender ट्रांसजेंडर
- Female स्त्री
- Male पुरुष
- Prefer to self describe स्वयं बताना उचित समझते हैं
- Prefer not to share बताना उचित नहीं समझते

Prefer to self describe स्वयं बताना उचित समझते हैं

Occupation काम

- Daily wage worker/ labourer दैनिक वेतन कामगार/ मज़दूर
- Salaried वेतनभोगी
- Student छात्र
- Unemployed बेरोज़गार
- Self employed स्वयं रोज़गार
- Others अन्य

Others अन्य

Have you 'heard' about the Delhi Master plan क्या आप ने दिल्ली के मास्टर प्लान के बारे में 'सुना' है?

- Yes हाँ
- No नहीं

Do you 'know' about the Delhi Masterplan? क्या आपको दिल्ली के मास्टर प्लान के बारे में 'पता' है?

- Yes हाँ
- No नहीं

MPD41 Survey

Have you seen the Delhi masterplan 2021 report? क्या आपने मास्टर प्लान 2021 का दस्तावेज पढ़ा या देखा है?

- Yes हाँ
 No नहीं

Do you know how to read the land use map for Delhi Master Plan? क्या आपको दिल्ली मास्टर प्लान का लैंड- यूज मैप पढ़ना आता है?

- Yes हाँ
 No नहीं

Do you know which agency is responsible for making the Delhi master plan? क्या आपको पता है दिल्ली मास्टर प्लान किस प्राधिकरण का दायित्व है?

- Yes हाँ
 No नहीं

If yes, then which agency is responsible for making the Delhi master plan? दिल्ली मास्टर प्लान किस प्राधिकरण का दायित्व है?

- Delhi Government दिल्ली सरकार
 Central Government केंद्र सरकार
 Municipal Corporation of Delhi दिल्ली नगर निगम
 Delhi Development Authority दिल्ली विकास प्राधिकरण (डीडीए)

When is Delhi supposed to get its new masterplan? दिल्ली का नया मास्टर प्लान किस वर्ष में आ रहा है?

- 2021
 2022
 2023
 2024
 2025

Have you ever visited official website to check the MPD 41 portal, forms, reports and maps? क्या आपने कभी आधिकारिक वेबसाइट पर दिल्ली मास्टर प्लान का पोर्टल, फॉर्म, रिपोर्ट या मैप देखा?

- Yes हाँ
 No नहीं

Have you participated in any public consultation on MPD 2041? क्या आप ने दिल्ली मास्टर प्लान 2041 के किसी भी पब्लिक मीटिंग में भाग लिया?

- Yes हाँ
 No नहीं

MPD41 Survey

If yes, then how did you participate? यदि हाँ, तो कैसे भाग लिया?

- Online forms फॉर्म (ऑनलाइन/ इंटरनेट पर)
- Online DDA portal ऑनलाइन डीडीए पोर्टल
- Ground/ offline community meetings ज़मीनी सामुदायिक मीटिंग
- Online public consultation ऑनलाइन (इंटरनेट की मदद से) मीटिंग

If no, then do you want to participate in the process? यदि नहीं, तो क्या आप इस प्रक्रिया में भाग लेना चाहेंगे?

- Yes हाँ
- No नहीं

What are the 4 most prominent issues in delhi which should be addressed by master plan? ऐसे क्या 4 बड़े मुद्दे हैं जो आप चाहेंगे कि आने वाला मास्टर प्लान में जरूर देखे जाए?

- Affordable and decent housing for all सब के लिए अच्छे और किफ़ायती घर
- Streets for pedestrians and cyclists खुद चलने व साइकल चलाने के लिए सड़क
- Educational, vocational and skill centres for Youth युवा के लिए शिक्षा, वोकेशनल, कौशल केंद्र
- Effective solid waste management in the city बेहतर सॉलिड वेस्ट मैनेजमेंट
- Better quality of air and water बेहतर हवा और पानी
- Safe and accessible public spaces सुरक्षित और सुगम सार्वजनिक स्थान
- Spatial allocation for livelihood रोज़गार के लिए शहर में आरक्षित जगह
- Affordable and convenient transportation system किफ़ायती और सुविधा जनक यातायात
- Public health and fitness infrastructure स्वास्थ्य और फ़िटनेस केंद्र
- Better living and working conditions in Delhi आवास और काम पर बेहतर सुविधाएँ

About IGSSS

Indo-Global Social Service Society is a non-profit organisation working with the mandate for inhuman social order used on truth, freedom, justice, freedom and equity. Established in 1960, IGSSS works for development, capacity building and enlightenment of vulnerable communities across the country for the effective participation in development.

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**
Celebrating the Spirit of Humanity

Indo Global Social Service Society

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

Email - info@igsss.net

Tele - 011-45705000

Website - www.igsss.org

Facebook - www.facebook.com/igsss

Twitter - www.twitter.com/@igsss

Main Bhi Dilli

Main Bhi Dilli is a people's campaign aiming to envision and enable a more inclusive city. It is a collective of civil society organisations, activists, researchers and others who work on diverse issues of housing, livelihood, gender and other rights. The Main Bhi Dilli Campaign is a voluntary effort by a number of organisations to inform the Master Plan of Delhi 2041 in a manner that is more representative and inclusive.



Email: mainbhidillicampaign@gmail.com

Website: <https://www.mainbhidilli.com/>

Twitter: [@mbd2041](https://twitter.com/mbd2041)

Facebook: [@MainBhiDilli2041](https://www.facebook.com/MainBhiDilli2041)

Instagram: [@mainbhidilli_campaign](https://www.instagram.com/mainbhidilli_campaign)