



“Understanding Aspirations of Delhi”



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FOREWORD

We, at Public Policy Research Centre (PPRC), New Delhi, are delighted to present this report titled '*Understanding Aspirations of Delhi*'.

When the world looks upon India, Delhi its capital city happens to be the gateway. Delhi is the heart of India. This expression fits well for the capital city that is so ancient and rich in culture, at the same time being modern too. Indians all across the nation look upon Delhi to meet their aspirations, while with this Delhi aspires to be the best city. In this journey there are lot of hurdles and issues that need to be resolved.

At PPRC, we attempted to understand the magnitude and nature of issues in Delhi based on the various statistics that determine the urban planning, quality of life and other socio-economic areas of concern, keeping in mind the background of the city. Further we have come up with potential recommendations to overcome the hurdles in making Delhi a smart city.

It is our considered opinion that this study will help the intellectuals, policy makers and the political class of Delhi to underline & prioritize the problems of Delhi along with understanding the background of these problems, while also enriching their vision of development. This report will certainly add to the marketplace of innovative ideas for making Delhi world's best city.

In the end, I must put on record my appreciation to the research fellows working at PPRC. We would be happy to get a candid feedback from our readers.

-Dr Sumeet Bhasin
Director, PPRC.

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Chapter I: INTRODUCTION

Delhi-The city of Cultural Heritage! The city of large hearted people (as it is said)! The power Centre of India!

In India, almost everyone eyes on Delhi because it is the centre of politics and administration. A Capital may be defined as the place where in the political authority of a territorial unit is concentrated. It may be a town or a city that is vested as official seat of government in a political entity such as a state or nation. The Indian Capital city of New Delhi is enriched with long history of serving as capital city of several empires.

1.1. Purpose of study:

Every society, group and individual gets inspiration and message from the capital city. But is it worthy to claim that our capital is one of the best capital cities of the world? The city still struggles to be the best.

So Public Policy Research Centre has planned to take initiative to conduct detailed study on **“Understanding the Aspirations of Delhi”**. To meet this purpose we will put sincere efforts and try to cover the prominent areas of concern in Delhi and come with notable conclusions in order to resolve those issues.

The study will cover past, present and future status of Delhi. The study will also reflect on comparison of India’s capital with other best capital cities of world. We will try to assess the challenges and demands of present and future and how we should keep prepare to meet up these challenges.

1.2. Background of the India’s Capital city:

The earliest architectural relics in Delhi date back to the Mauryan Age (300BC).¹ The Britishers first made Calcutta (now called Kolkatta) their capital and later moved to Delhi. Though they gained control over *Dilli* in 1803 after defeating the Marathas but ruled India through the

¹ <http://gradestack.com/CBSE-Class-8th/-Delhis-Before-New-Delhi/14839-2939-2468-study-wtw>

Mughal rulers at Delhi. According to *Rudrangshu Mukherjee* in the book, *New Delhi-Making of a Capital*, the idea of moving to Delhi was first mooted in June 1911 by Sir John Jenkins, a senior member of the government of India, as part of a plan to assuage the nationalist forces across India notwithstanding the British rule in India. The British government wanted to build a brand-new capital city so they constructed a new city adjacent to Delhi. The new city was completed in 1931 and became known as New Delhi. The original Delhi became known as Old Delhi. The factors influencing choice of site for capital are often political and strategic, and Delhi holds the utmost value in this context.

Since its inception, New Delhi has completed 100years long journey as a capital city. It is evident of independence and has travelled through the journey making India a developed nation, which is still ongoing. But even after the 67 years of independence, still we can't say and claim that Delhi is the one of the best Capital city of the world. There are so many impediments in this regard. Many governments have come and gone, and each from their own level of understating and vision implement policies to improve Delhi and make it one of the best capital cities of the world. But Delhi is still facing various problems and challenges. Like other metropolitan cities, now it is also heavily crowded city which has limited resources with unplanned urban structure.

A recent UN report declares Delhi as world's 2nd most populous city. This is the biggest challenge which has to be met while making Delhi a best capital city of the world. According to the study conducted by Forces, a voluntary organization working on child care services in India, titled 'A situational analysis of the young child in India', 52% of Delhi's population resides in urban slums.² Being capital city, country's best education is also here. Innumerable people come to Delhi everyday in search of jobs and education. The world's 7th largest Delhi metro rail network has been toiling to also top the world's top list of best metro-rail service. Again, population is a hurdle.

Delhi has several municipal corporations and has government system but with limited powers. Land and law & order are in the hands of Central government. In this view, though Delhi has

² <http://www.thehindu.com/news/52-per-cent-of-delhi-lives-in-slums-without-basic-services/article66507.ece>

three tier government systems, but due to political ups and downs, many a times Delhi suffers and the issue of coordination occurs at planning as well as implementation level.

More of Delhi's problems include pollution through vehicles and industry, lack of drinking water and electricity, road accidents. These affect its citizens across class, caste and gender barriers, though it doubtless affects the poor more. Being national capital, the concentration of everything in Delhi is a cause for the population explosion in the city. India is compelled to shift to Delhi to earn their bread and butter. Govt should decentralize its plans and allocate proper lands on concession basis to companies so that they can open up their branch or regional offices elsewhere in India. Many a times, voices come that now it is time to shift the Capital city to some other location. However, experts and public are divided on it and do not have any concrete answer on the same. But changing the capital might be not a good idea at this juncture because at present no Indian city is absolutely perfect. Every city has its own problems. A huge expenditure is involved to set-up infrastructure (Parliament, additional security, consulates, housing for politicians/lobbyists, etc.) in the new capital.

Delhi is adorned with powerful history, historical monuments, museums, galleries and, panoramic gardens. The city is a travel hub of entire India. Here you have the narrow lanes of Chandani Chalk, passing through formidable mosques of Jama Masjid. Just opposite to it lies the famous monument of Red fort, President House representing the colonial style of architecture. Besides its monumental heritage, Delhi is also a shopper's paradise and food-centre. Worst about Delhi is it is a smog city. Delhi is worst in managing its trash. It produces 5,900 metric tonnes waste per day.³ Other city like Mumbai which produces nearly 8000 mtd daily has better total waste efficiency. **Delhi, the 5th most populated metropolis in the world,** is one of the most heavily polluted cities in India. Crime in Delhi (especially, crime against women) has also tainted the image of the country in the world. Afterall, it is a national capital!

This study will focus on finding solutions to all such issues. The study will start from exploring the nature and extent of issues and thereafter, discovering best practices around the world that can cater to the needs of Delhi. Eventually, we wish to draw a roadmap ahead to resolve the

³ <http://www.merineews.com/article/delhi-a-city-of-problems-needs-immediate-solutions/1581112.shtml>

issues in making Delhi a world-class city. Some of these areas explored in this course are as under:

- | | |
|--|---|
| <u>a.</u> Traffic Management &
Transportation | <u>d.</u> Social Welfare & Security |
| <u>b.</u> Urban Planning & Slum
Resettlement | <u>e.</u> Tourism & Heritage Conservation |
| <u>c.</u> Environment & Pollution Control | <u>f.</u> Ease of Doing Business |
| | <u>g.</u> Governance |

Since healthy heart is the key to healthy body, similarly Delhi being *power-centre of India* will determine health of the Nation. Hence, efforts must be made towards the same.

1.3. Approach and Methodology:

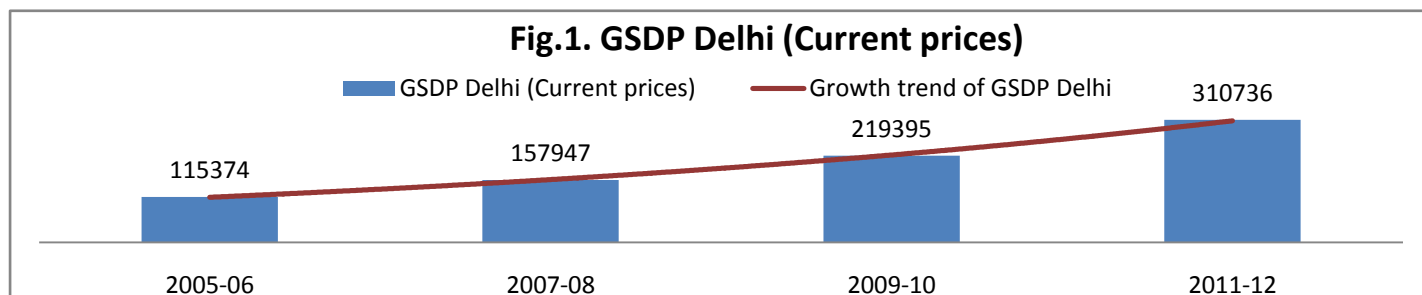
The research conducted in order to cater to understand the needs of the issue raised in the purpose of study was more *analytical and applied* in nature. The facts and information already available on the issues related the problem question of the research were collected and were critically analyzed. The study is oriented to find solutions as stated earlier. Hence, the approach adopted was more *quantitative*, involving numerical data interpretation of facts and trends of related variables to understand the problems of Delhi. However, the Delhi Tangible Transformation Project (DTTP) conducted by Public Policy Research Centre in 2013 was also used while understanding and finding solutions to the question of this research. Thereby, there is little integration of *qualitative approach* also as the DTTP report was based on first-hand facts obtained from surveying relevant segments. The method used to collect information was *library research* while integrating *field research* also used by the DTTP to some extent.

Therefore, the research involved a lot of data mining from relevant sources and their critical appraisal in order to understand the nature and magnitude of problems in Delhi and to obtain their probable solutions.

Chapter II: OVERVIEW OF ISSUES-*a statistical insight*

This chapter diagnoses the magnitude of issues in Delhi and interprets the statistics of Delhi in order to understand the clear picture of nature of problems in Delhi.

2.1. Statistical snapshot of Delhi



NOTE: Average growth rate of GSDP-

2005-06 to 2007-08: 18.45%pa; 2007-08 to 2009-10: 19.45%pa; 2009-10 to 2011-12: 20.82%pa.

Delhi contributes 3% of India's total GDP. The prosperity of Delhi can be proclaimed from the rising trends of the Per capita income of Delhi, which was Rs83275 in 2006-07, Rs111756 in 2008-09, Rs148608 in 2010-11 and Rs201083 in 2012-13 at current prices (Dte of Economics & Statistics, Delhi).

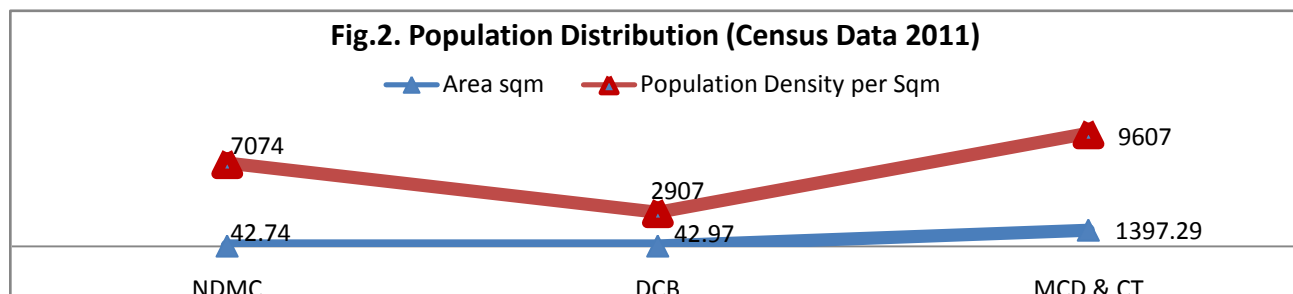
2.2. Issue-based study: Delhi

Delhi is spread over the area of 1483sqm, while the population density is extremely high.

2.2.1. POPULATION

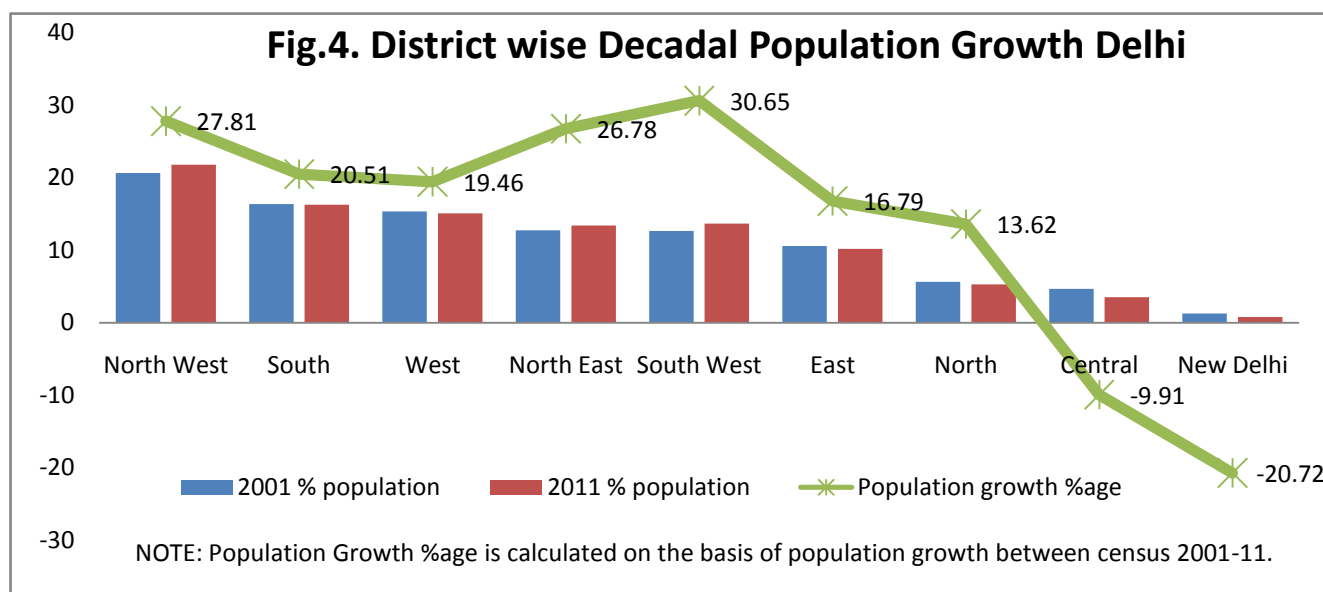
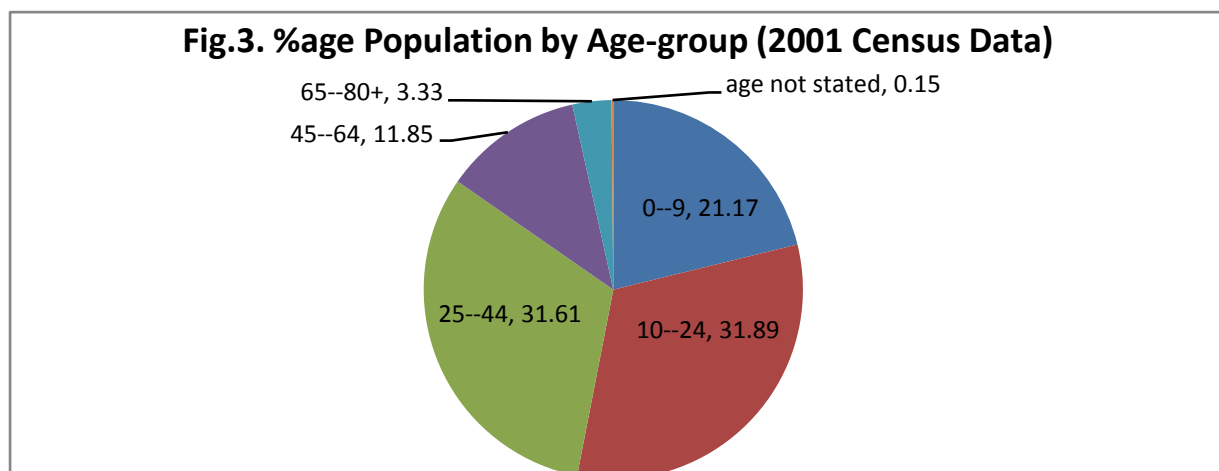
TABLE-1

Current Population of Delhi in 2014	17,838,842
Population of Delhi in 2013	17,115,104
Sex Ratio in Delhi	866 females per 1000 males



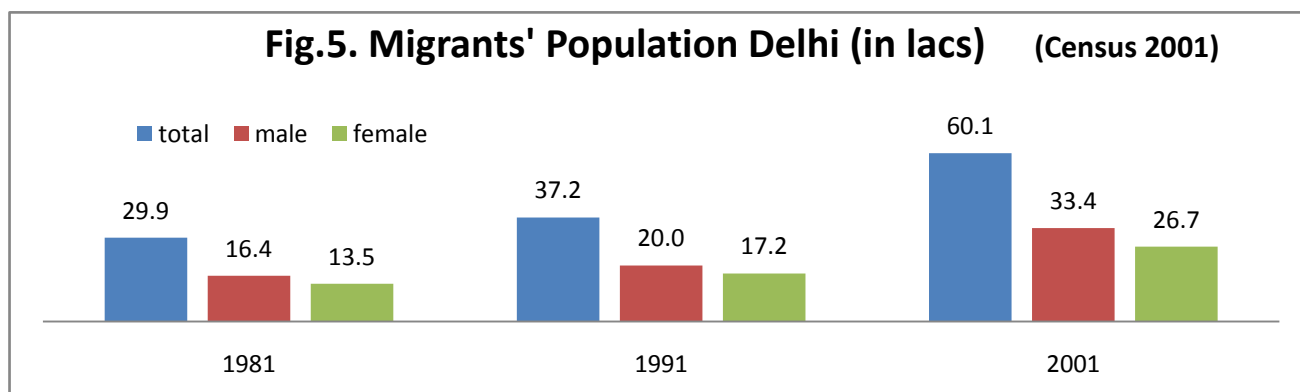
The 2011 census also concluded that 97.50% population in Delhi is urban population while only remaining 4lacs (approx) is rural population. It is observed that the highest growth in population from 2001 to 2011 census was seen majorly in the South-west, North East and North-west region.

The appendix-I clearly enlists the detailed data of region wise decadal population growth trends in Delhi along with population of rural/urban pockets of Delhi. Meanwhile, further understanding the demographics of Delhi here, we must analyze the composition of age-groups. As per the census data 2001, Delhi has huge demographic potential for its maximum percentage population lies between the age-group 10-24 & 25-44 years.

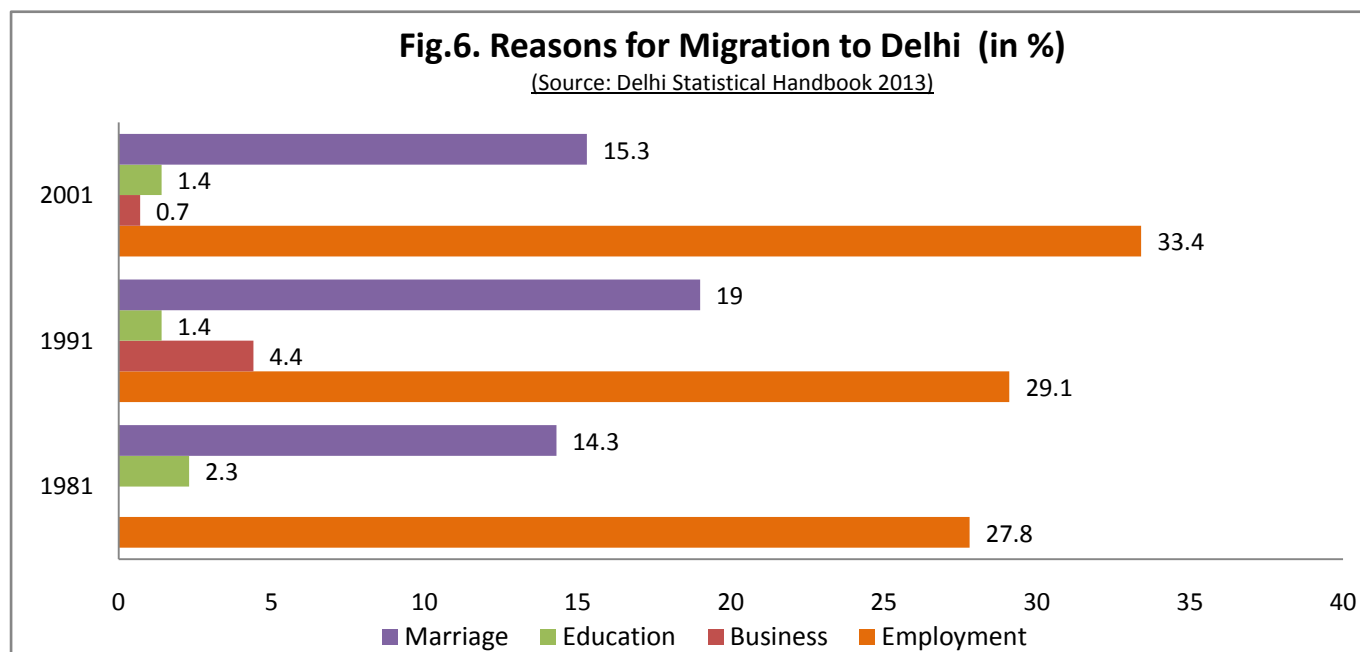


2.2.2. MIGRATION

Migration to Delhi is becoming the prominent reason behind population expansion in Delhi. Between 1991-2001 the total percentage rise in population of migrants to Delhi has been 61.56%, comprising 67% males and 55.23% females.



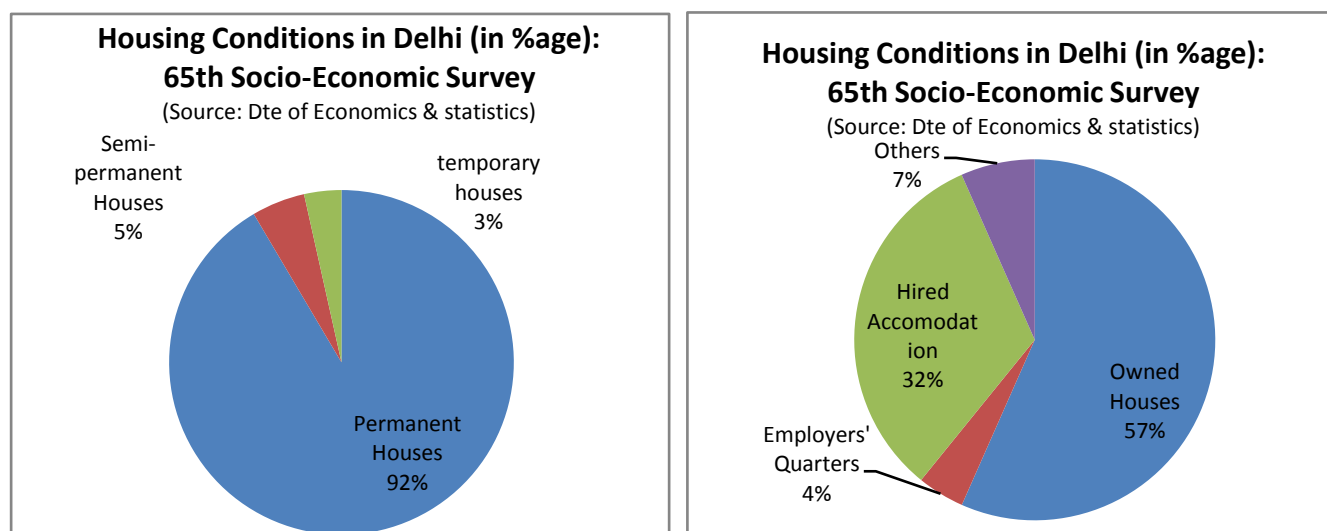
The biggest reason discovered by the directorate of economics & statistics, Delhi behind migration has been employment, and their percentage is rising. In 1991, when 29.1% migrants came to Delhi for employment, in 2001 33.4% migrated to Delhi for the same reason. After employment, migration after marriage is seen to be the second most common reason behind the rise in population of migrants in Delhi.



2.2.3. HOUSING & QUALITY OF LIFE

With this huge population in Delhi, the issue of quality of life of people in Delhi remains a big agenda. Approximately 40lac people are estimated to be living in unauthorized or illegal colonies. The 65th Socio-economic survey on housing conditions in Delhi estimated that 5% people live in semi permanent houses and 3% in temporary houses. Out of the 92% living in permanent houses, 32% people live in hired accommodation.

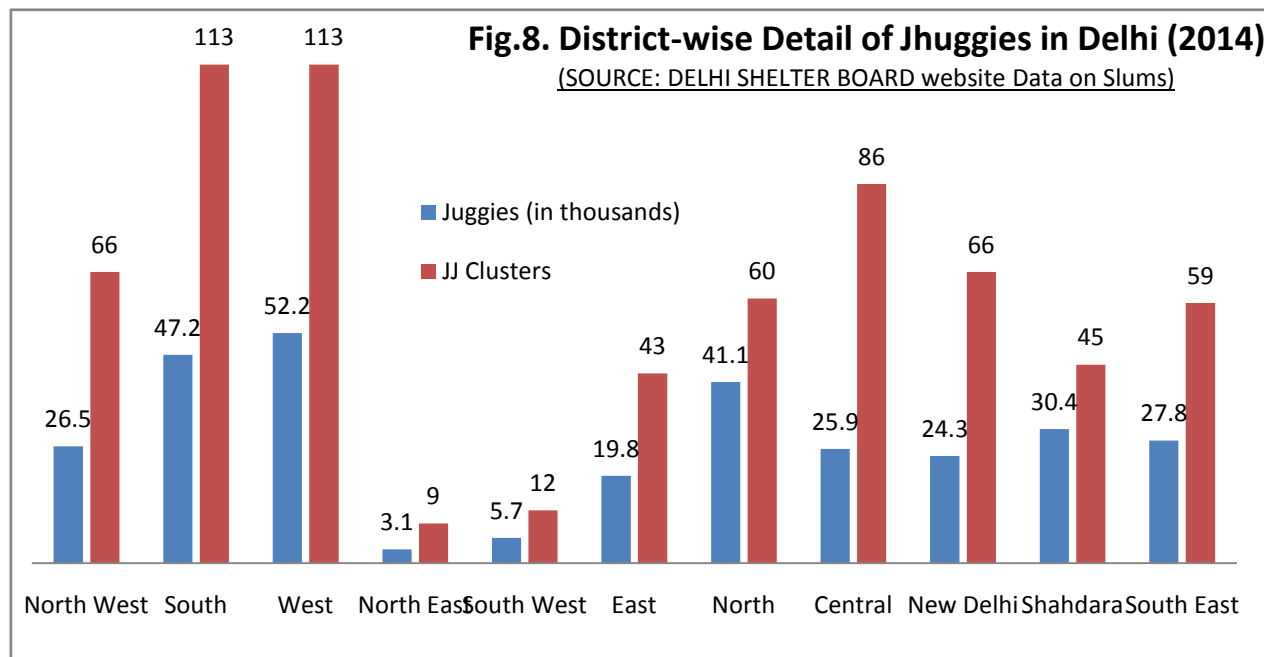
Fig.8.



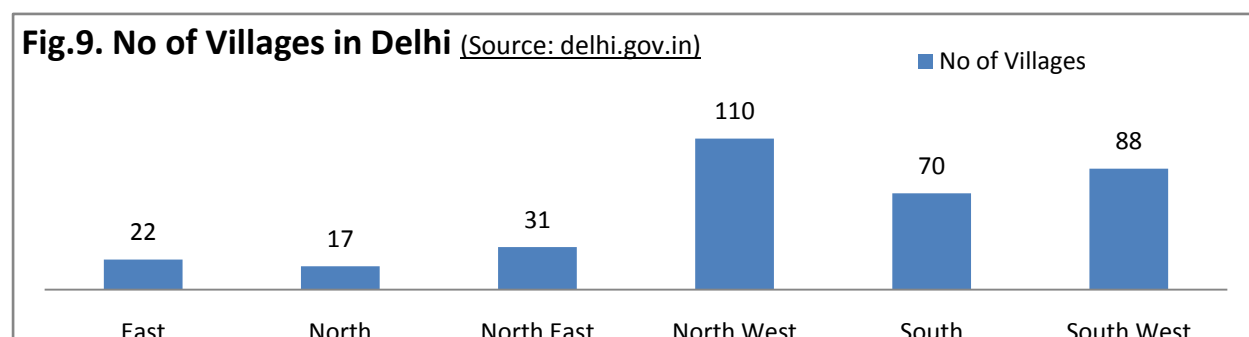
Apart from this, the primary census abstract for slum 2011 reported that 10.64% of total Delhi population lives in 22-Slum reported towns in Delhi. Out of which, 93.2% population are main workers. There are 672-JJ clusters with approximately 3lac jhuggies. By 2014, highest no of jhuggies are reported in the South and West district. Recently, the Ministry of Urban Development has disclosed in the Parliament that around 16,600 people are homeless in Delhi and there are 184 night shelters presently to accommodate only 14,584 people at a time.

Table-2. NCT OF DELHI: SLUM DATA.	
(Source: Primary Census Abstract for Slum 2011, Census of India)	
Slum reported towns	22
Population in Slums	17,85,390 (10.64% of Total Delhi Population)
1. Notified slums' population	738915
2. Identified slums' population	1046475
%age of Slum population in Delhi to that of India	2.7% (3.9% in 2001)

Sex-ratio (in slums)	832 (Bottom-5 States in India)
%age of Main Workers in Slums	93.2% (Top-5 States in India)
%age of Marginal Workers in Slums	6.8% (Bottom-5 States in India)

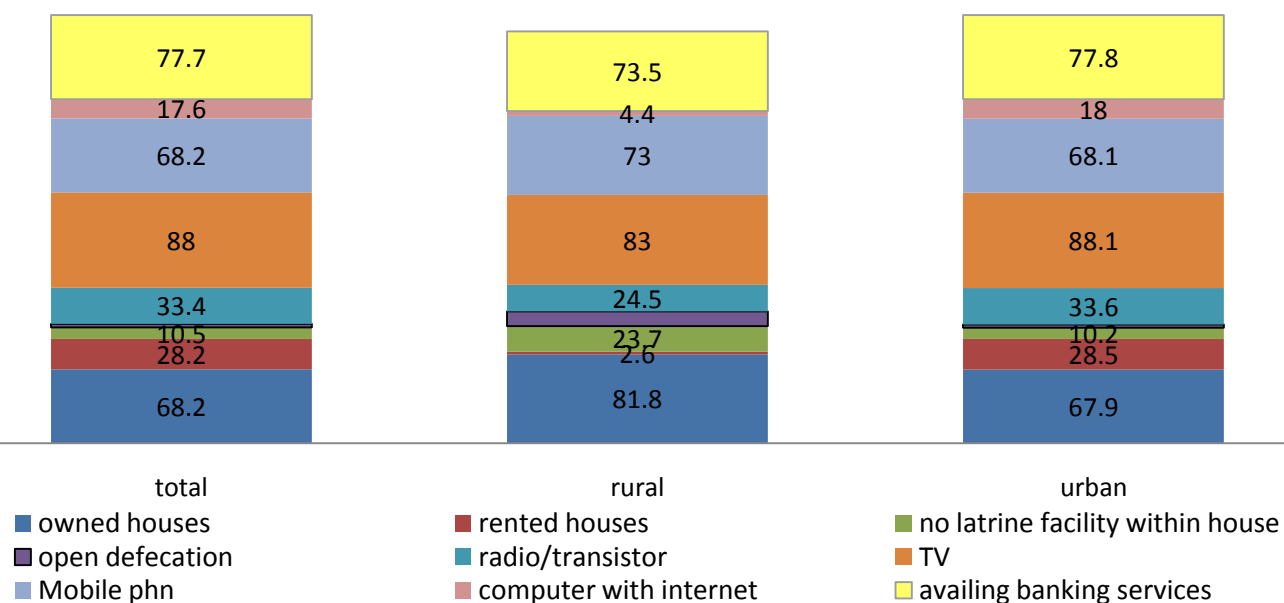


The rapid pace of urbanization and population expansion in Delhi has led to unplanned urban colonies at several places. The rural pockets are shrinking or going through hap-hazard transitions. The Delhi govt website enlists 369 villages till date in Delhi, out of which most villages are noted in the North-west and South West district. The intersection and conflict between the rural and urban spaces has been clearly noticed in most parts of Delhi. Hence several villages are said to be 'Urban Villages'. There 112 such Urban Villages reported in Delhi.



With these statistics of rural-urban conflict and huge magnitude of issues of housing and urban planning, the agenda of quality of life of people of Delhi is equally put to question. With a large chunk living on roads, night shelters, jhuggies, etc, the hue & cry to avail sanitation and other basic amenities in Delhi is still prominent. The census 2011 data reports that total 10.5% population in Delhi has no latrine facility within their house, out of which, 23.7% of total rural population faces this issue while 10.2% of total urban population also face the same. Further, open defecation in Delhi is reported to be 3.3% of total population of Delhi, ie, around 4.59lac people (2011 census). Making of Delhi, the capital city of envisioned *Swachh Bharat*, with these statistics is a matter of great concern.

Fig.10. Facilities Availed by Households at Delhi (in %age) (CENSUS 2011)

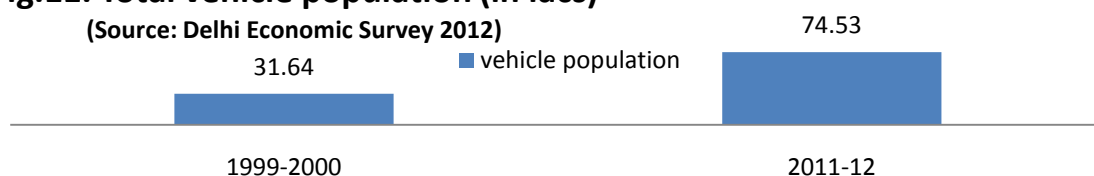
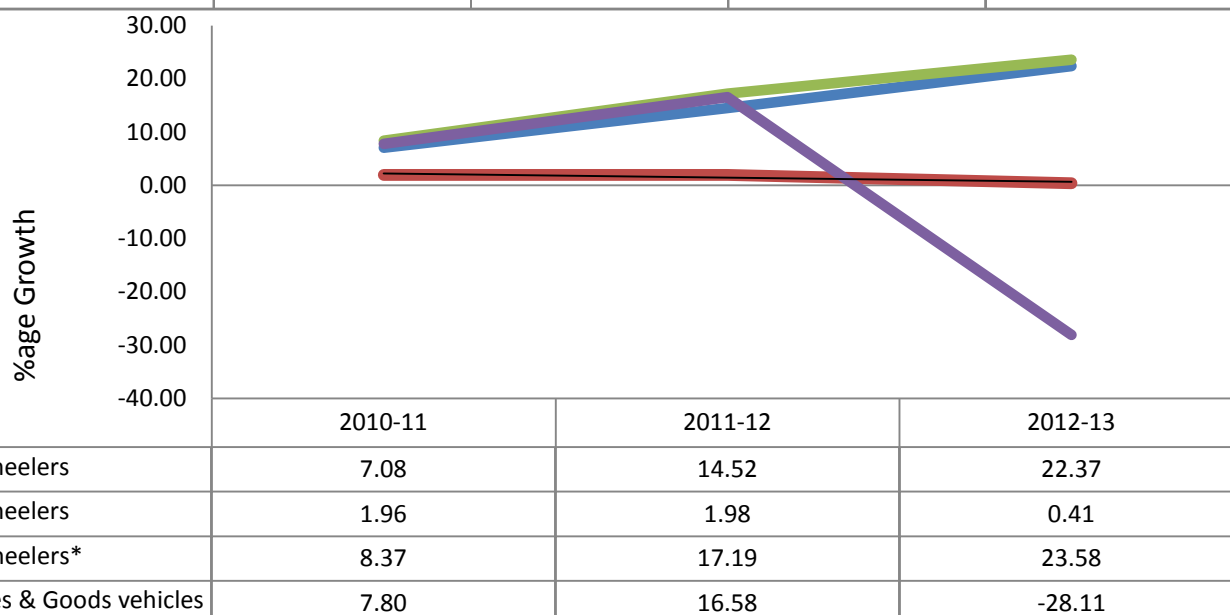
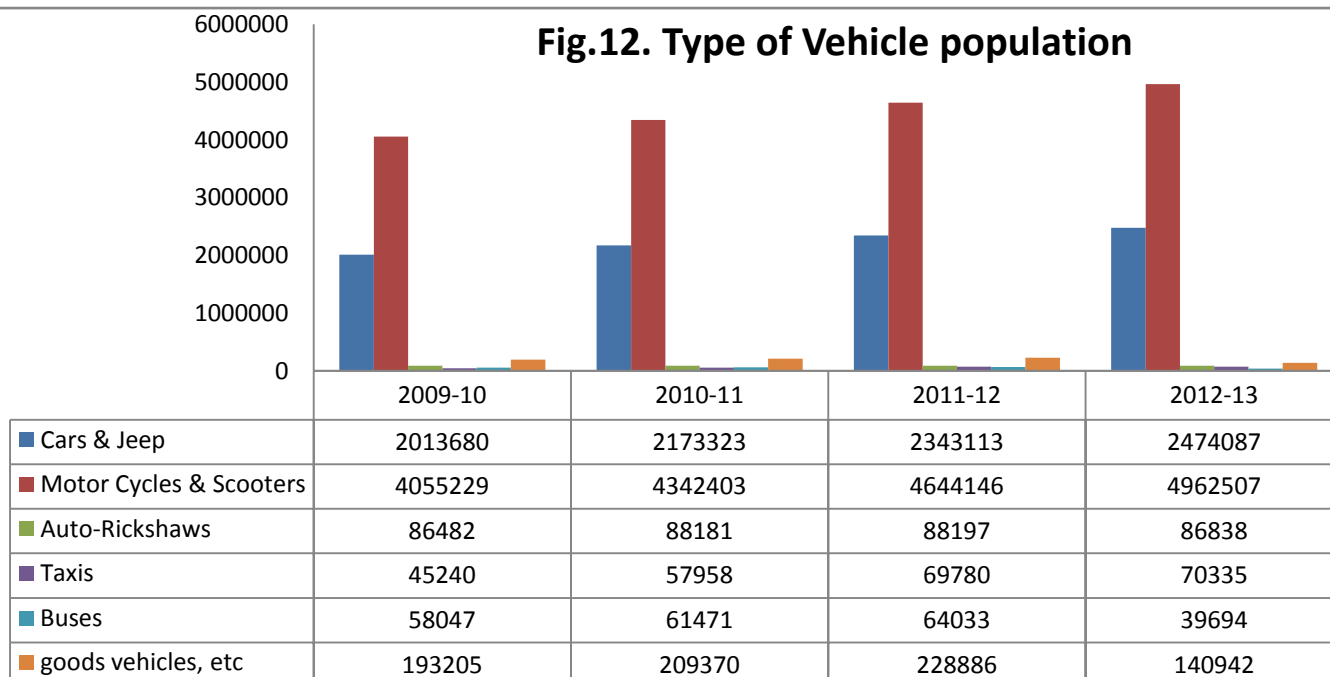


2.2.4 TRANSPORTATION & TRAFFIC

Delhi is facing a huge issue of 'traffic congestion'. A major reason for the phenomenal growth of population is the availability of jobs in Delhi. Along with population explosion in Delhi, the total explosion in vehicle population of Delhi has been prominent. From 1999-2000 to 2011-12, around 135.59% total growth in vehicle population has been recorded.

Fig.11. Total vehicle population (in lacs)

(Source: Delhi Economic Survey 2012)

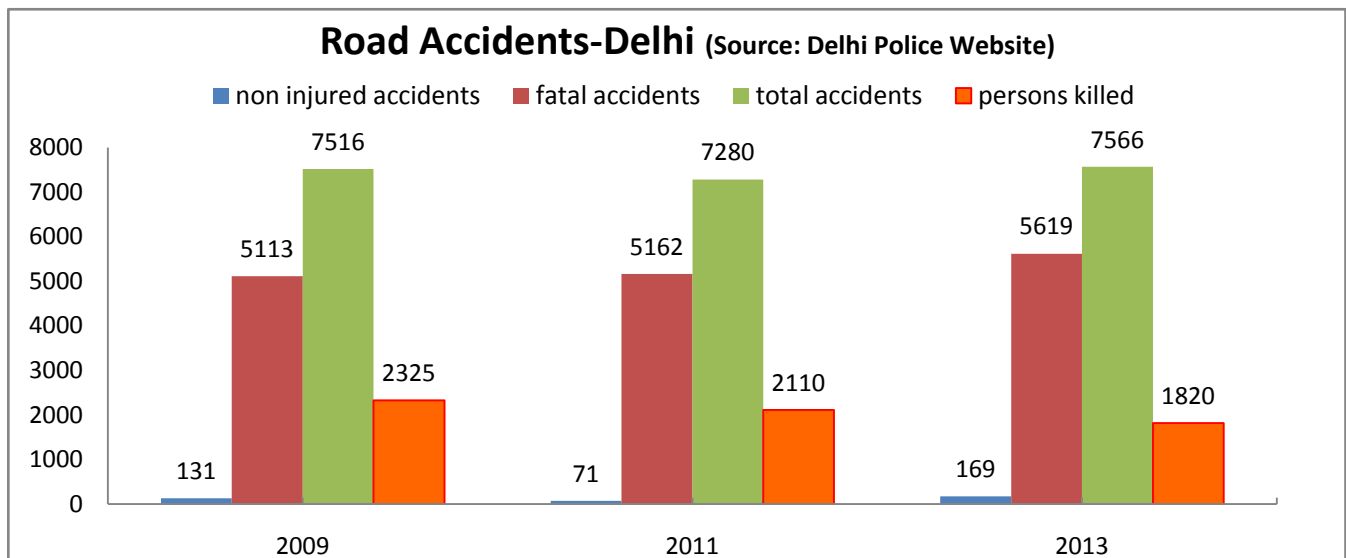
**Fig.12. Type of Vehicle population**

*Cars, Jeep and Taxis included

(Base year for calculating growth %age for all years is taken=2009-10.)

The rise in population of personal vehicles, especially the 4-wheelers has been tremendous. This reflects not only the rise in affluency but also loss of faith in public transportation on a serious note. The growth of buses has remarkably gone down. **In Delhi, it is estimated that only 6% traffic on roads is Public Transportation remaining 94% is of personal vehicles, when personal vehicles are estimated to cater to only 30% travel demand, while buses contribute 60% of the travel demand.** Approximately, 1087 vehicles are added each day, out of which 1021 are personal. Public Transport ridership has dropped from 60% to 41% between 2001-08. (Prof Sarkar, SPA: 2010)

The traffic issue in Delhi also includes parking disputes and accidents. Around 483 traffic crossings are recognized deadly for pedestrians.



Based on vehicle population in Delhi, it is estimated that approx 45 million sqm of land is needed for parking for already registered vehicles. On an average three different car spaces are needed per car in the city, result, the current fleet occupies nearly 9-10 % of Delhi's geographic area. As per the trends of daily registration of cars (since 2005), further generates demand for 2.5 million sqm – roughly equivalent to 310 international football fields. A serious burden on Delhi and threat on Delhi's forest cover which is already reducing (EPCA data). Then, **iniquitous use of land for parking** adds to the issue. On an average, a car is allotted 23 sqm for parking. Eventually, the car owning minority is using up more and more road space and urban

space (EPCA data). Most of the traffic congestion is result of unplanned parking. Centre for Road Research Institute has estimated the loss of fuel from vehicles trapped in traffic jams in Delhi.

Annual Loss of Fuel Due to Idling of Vehicles at Signalized Intersections in Delhi. (Table-4)					
Type of Intersection	No. of Intersections	In Liters (In Million)			Total Amount (in \$ Million)*
		CNG	Diesel	Petrol	
Low	69	8.4	1.4	7.6	11.0
Medium	118	17.7	5.0	18.1	27.0
High	413	109.7	41.0	122.1	183.0
Total	600	135.8	47.4	147.8	221.0

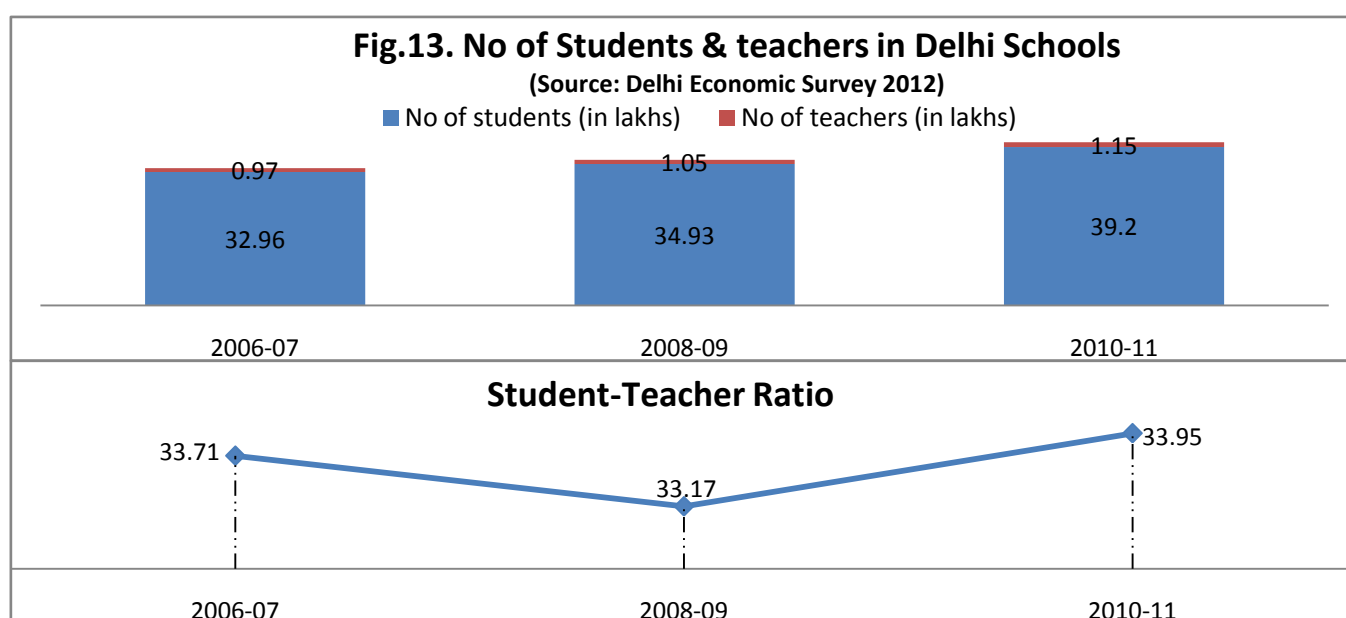
Source: Central Road Research Institute, 2008 *Exchange Rate: \$1 = INR 44.82565 (September 10, 2008)

Public Policy Research Centre took up a study 'Delhi tangible transformation Project (DTTP) in February'2013. The findings of the study on the issue of parking in Delhi must be quoted here:

- A lot of parking business is in the hands of Parking Mafia in Delhi.
- There is nexus between parking mafia and the political leaders
- Irregular parking and illegal parking is major problem of the city
- There is need to adopt of new mega technology to create parking space at major locations
- Parking fee is quite low that should be increased in view of parking increased requirements/facilities.
- Parking facility to be extended in residential areas where no policy has been adopted till date.
- Parking should be given to NGO's / Women's group like agencies to avail better model of services
- Need to identify and demark the parking locations
- Handheld machine should be used to generate parking slips
- Static and dynamic vehicles should be treated separately and charged accordingly.

2.2.5. SOCIAL WELFARE & SECURITY

No doubt, Delhi has emerged as an education hub at the national level and literacy rate in Delhi is rising. Still female literacy in Delhi is much lower than expectations. Considering the no of schools in Delhi, there are 51 pre-primary schools and 2581 primary schools (2011-12) for 21.17% of children between 0-9yrs of age. And only 600 middle schools, 463 secondary schools and 1427 senior secondary schools (2011-12, Delhi Statistical handbook 2013). The student teacher ratio in Delhi schools is good but getting admitted to a school is a nightmare in Delhi.

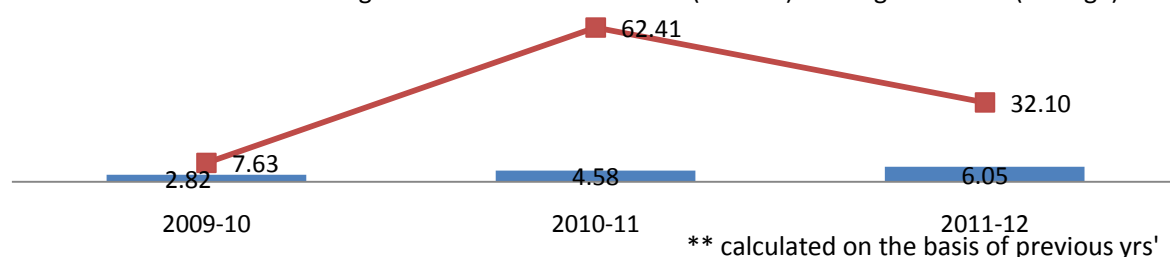


The admission norms for schools in Delhi have been a worry for most parents in Delhi. These inconsistent norms lead to confusion amongst the parents and they jostle around for admissions in a good school for securing better education for their children. The point-based norms made by the Delhi Lt Governor last year have been scrapped recently by the Delhi High Court. But these new norms can also not be taken as the final word, because appeals against it are also in offing. Thereafter, considering higher education in Delhi, the opportunities are less again. The Delhi youth has to look for other states or abroad for higher education opportunities. There are only 10-universities, 12-deemed universities, 3-institutes of national importance and 183-colleges (2011-12, Delhi Economic Survey). For technical education, there are 16-ITIs, 61-ITCs, 1-BTC and 20-Polytechnics.

Fig.14. Students in Higher educational institutions Delhi

(Source: Delhi Statistical Handbook 2013)

■ no of students in higher educational institutions (in lakhs) ■ growth rate (in %age)**

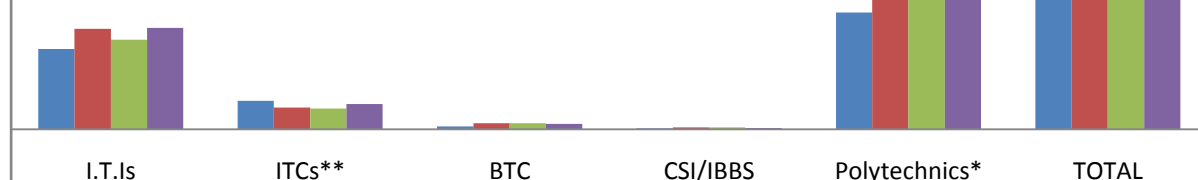
**Students in Technical Institutions in Delhi**

(Source: Delhi Economic Survey 2013)

■ 2006-07 ■ 2010-11 ■ 2011-12 ■ 2012-13

**Includes Private & Affiliated with TTE

*Govt, Govt aided, sponsored and private.

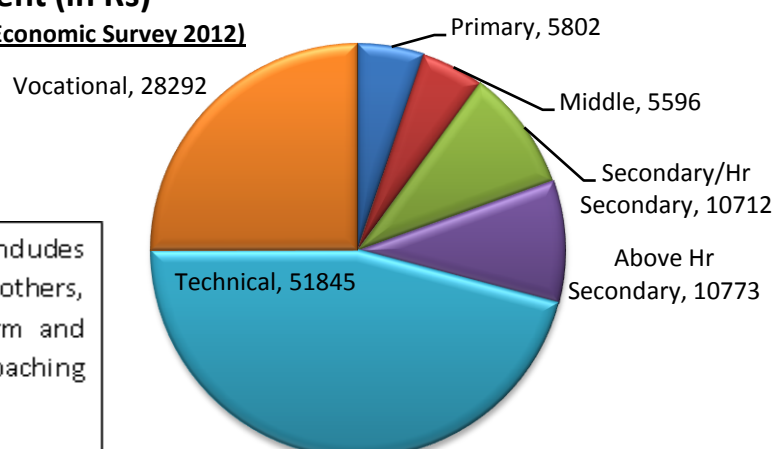


The expenditure on Education in Delhi in proportion to its GSDP is remarkably low. It was 1.63% in 2009-10 and 1.6% in 2011-12, while that made by students is comparatively high, especially for the higher education per say.

Fig.15.**Estimation 2007-08: Averg Annual Expenditure per Student (in Rs)**

(Source: Delhi Economic Survey 2012)

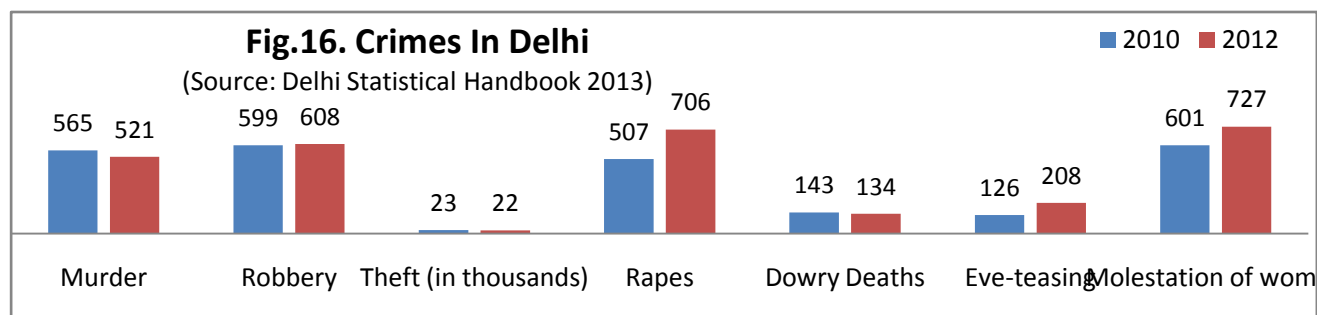
NOTE: The expenditure includes Tuition Fees, Exam Fees & others, Books & Stationery, Uniform and Transport charges, Pvt Coaching charges, etc.



Delhi has India's best hospitals. AIIMS, Apollo, Fortis, Sir Ganga Ram, Max, etc top the lists. Still when it comes to be a smart city in Health, Delhi again fails to excel. In the India Today's recent survey on Best cities in India, Pune, Chennai and Mumbai top the list in healthcare, while Delhi doesn't even stands 15th. Delhi has total 940 hospitals with 43643 beds in total. As per this data, per capita availability of beds in Delhi hospitals can be calculated as 0. 2%, or in other words, one bed is meant to serve approximately 409people (as per 2014 population fig) at a time. Noting the vital health statistics, the Infant mortality rate is remarkably high in Delhi.

(TABLE-5) No OF BEDS IN HOSPITALS & No OF HOSPITALS IN DELHI (till 2012)					
(Source: Delhi Statistical Handbook 2013)			**fig in brackets are no of hospitals		
AUTHORITY	ALLOPATHIC	AYURVEDIC/UNANI	HOMEOPATHIC	PHCS	TOTAL
Delhi Govt	9020 (34)	510 (2)	150 (2)		9680 (38)
DHS					-
MCD	3218 (12)	199 (8)		(2)	3417 (20)
NDMC	150 (1)				150 (1)
CGHS	55 (2)	55 (1)			110 (3)
DGHS	3848 (4)			10 (3)	3858 (7)
ESI (Ministry of Labor)	1416 (4)				1416 (4)
Railways	466 (2)				466 (2)
MoD/Delhi Cantt	2128 (3)				2128 (3)
Autonomous	2812 (3)				2812 (3)
Pvt Nursing homes/voluntary org	19636 (857)				19636 (857)
TOTAL BEDS in Hospitals of Delhi	<u>42749 (922)</u>	<u>734 (11)</u>	<u>150 (2)</u>	<u>10 (5)</u>	<u>43643 (940)</u>

Talking about crime in Delhi, then recently most defamation has been done by the crime charts of Delhi. It ranks 14th when it comes to crime and safety (India Today survey on India's best cities 2014). The police strength is insufficient. There are only 180 police stations and 48223 constables & mounted constables in Delhi.



2.2.6. TOURISM & HERITAGE

Delhi holds the heritage of India. Delhi offers an exciting interaction between ancient, medieval and modern India. Its monuments are the most evident traces of the past, spanning a period of almost a thousand years. They highlight Delhi's historic role as a capital city. Different dynasties built their capitals here. Some altered and extended existing ones, others built new cities.

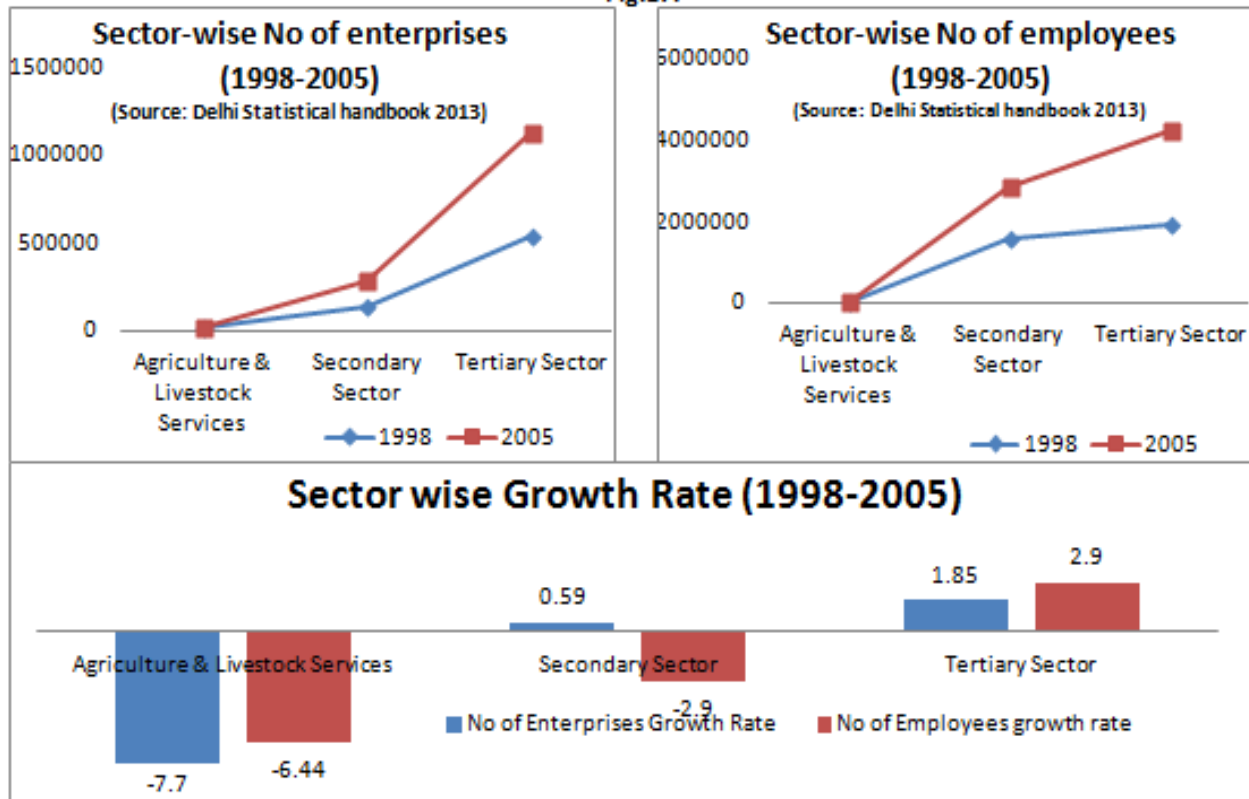
With the treasure of rich heritage, Delhi is not being capable of maintaining it to the suffice level. Delhi has huge potential for Heritage tourism. But proper identification and beautification of heritage sites and making these sites tourist-friendly is not up to mark.

Presently, Delhi has become the hub of touts, criminals and shrewd folks. From the railway ticket counter to booking of hotels, one has to depend upon the touts. They include rickshaw pullers, auto rickshaw drivers, fake travel agents and tourist guides. Then, commuting is another issue for tourists. Public transportation either doesn't gives last mile connectivity or is over-crowded. Hired cars and auto rickshaws are the options left then, which charge at their whims and fancies. The tourists definitely get disappointed with this. With decreasing tourism appeal, Delhi is now only becoming gateway for travelling to Jaipur, Agra and other tourist destinations nearby. There is a strong need to hold the tourist traffic in Delhi too.

2.2.7. EASE OF DOING BUSINESS

Delhi, the city that's tops the charts in giving employment. Considering the statistics sector wise, the tertiary sector employs maximum workers and has most number of enterprises, followed by the secondary sector and then the agriculture & livestock services. It is notable that the employees in the secondary sector have gone down tremendously, while that in the tertiary sector has gone up. On analyzing district-wise figures of employment, it is learnt that the South & North West employs most workers.

Fig.17.



Also, the statistics say that the 8557 factories in Delhi (2012 data) employ 3,92,270 workers. And out of these maximum (35%) are employed in the Textiles' Products Industry. But the ease of doing business in Delhi is often questioned.

Though it is easiest to start a business in Delhi (World Bank Study), but difficult to expand and run them. The World Bank 2013 study after testing the business environment prefers Ludhiana over Delhi for doing business.

Chapter III: ROADMAP AHEAD-reviving Delhi

The Indian national capital nudges to be the best in every sphere. The recent India today survey on Best Indian Cities 2014 ranks Delhi 8th. However, it has climbed 6-steps ahead from the previous yrs' ranking when it ranked 14th. Talking internationally, the Indian national capital doesn't find its place in the top-10 world's smartest cities' list. Meanwhile, Tokyo, the world's most populous city, just precedes Delhi's population by around 11million, tops the list of world's smartest cities. Let us discover the pathways towards making the Indian capital city, world's best city in this section.

(TABLE-6) INDIA TODAY SURVEY ON BEST INDIAN CITIES 2014: DELHI RANKING (December1'2014)	
<u>CATEGORY</u>	<u>RANK</u>
Overall	8 th (14 th)
Housing	5 th (25 th)
Transport	7 th (25 th)
Education	14 th (17 th)
Healthcare	Not in top 15
Crime & safety	14 th (22 nd)
Public services	3 rd (17 th)
Economy	13 th (11 th)
Investment	14 th (6 th)
Cleanliness	Not in top 15
Environment	Not in top 15
(fig in brackets denote previous yrs' ranking)	

3.1. TRANSPORTATION & TRAFFIC MANAGEMENT

The transportation issues in Delhi are basically the result of population explosion in Delhi. A recent survey of the 4 mega cities (i.e. Mumbai, Kolkata and Chennai & Delhi) and 4 other metropolitan cities i.e. Pune, Bangalore, Hyderabad and Ahmedabad has revealed that Delhi tops the chart in job generation. The major local authorities in Delhi responsible to check the parking issue includes, the municipal authorities (MCD, NDMC and Cant Authority), the Delhi Development Authority, the Delhi Traffic Police, the Transport Dept, the Delhi Transport Corporation and the Delhi Metro Rail Corporation.

3.1.1. Toothless MCD: As per the Motor vehicle Act, the responsibility to penalize or cancel the permission for parking for the errant parking operator or enforce the guidelines rests with the Delhi Traffic Police and MCD. It can itself lodge an FIR against the parking operator. The Delhi Traffic police is itself stretched & overburdened that it is not possible for them to keep

check or control on parking lots, hence leading to mismanagement or over exploitation of the parking created. No scientific data/ study or expertise available with the MCD for creating new parking spaces/ ensure the guidelines or directions are followed. The DTTP study conducted also projects that the corporators of Delhi themselves view parking as a biggest challenge.

3.1.2. Smart Transportation:

ASSOCHAM in 2008 estimated that 70lac working population in Delhi and NCR **lose nearly 42Crore man-hour every month** while commuting between home and office, thanks to the traffic congestion and increasing jams in the city. First and foremost, the population of Delhi is rising with leaps and bounds and that too horizontally. Then secondly, the traffic is not compact. The ridership of public transport is decreasing and more of personal vehicles are coming on the roads, especially the cars. Also, the last mile constant connectivity of the public transport is absence. Eventually, the cars on the road are criticized for acquiring more road-space. However, driving cars on congested roads is also not fun. The failure of public transportation comes in form of absence of healthy Bus Rapid Transit (BRT) system. The traffic issue is not the issue of road size in Delhi, but of mobility. These can be solved by:

- a) Car-use restrictions: Car-use restrictions (not car-ownership restrictions) will solve the problem of parking in Delhi & road congestions. **Use of cars shall be restricted for travelling for less than 15km**. Also, to combat traffic congestion at peak hours **developing car-pool lanes** can be helpful. The compulsory car-pool lane will inculcate the culture of car-pooling and help reduce the cars on roads occupying unnecessary space. Less use of cars will also reduce pollution and save fuel.
- b) Promote cycling: For travelling lesser distances, cycling should be promoted. Cycling is good for health and it doesn't at all affect the class-status to ride a cycle. Rather it is fun, economical and eco-friendly. There should be **cycling lanes** and **separate cycle stands at specific places** (where there is no connectivity with BRT or metro) from where one can buy a cycle-ride to another cycle stop near the place of destination. This ensures last-mile connectivity too.

- c) Bus Rapid Transit (BRT): The Delhi metros can't facilitate the quantum of traffic as the BRT can. The BRT system in Delhi should be made **Prepaid like the metros**. And also a specific **BRT Lane** should be there. No other vehicle should be allowed to this lane. Note, whenever a bus is caught in jam, it creates heavy traffic congestion further. Hence, rapid mobility of the bus traffic ensures lesser traffic congestions on roads.
- Last mile connectivity** is also necessary for supporting the public transportation. This can be done by specifying smaller vehicles (like rickshaws, autos, etc) for destinations where BRT and Metro cannot connect. (Routes of rickshaws should be specifically defined)
- d) Incentive based rapid travel: Like the metros facilitate travel through smart-cards, there should be a **composite travel smart card that** is valid for BRT, Metros, Taxis and e-rickshaws as well. The traveler just has to swipe it on each entry & exit. In addition to it, if this card is made incentive based it will attract more commuters. Linking these cards to shopping outlets, or making the travel point-based (more you travel more you earn points), or introducing offers like bonus travel points, cash-back, etc. This will reduce population of self-owned vehicles on roads.
- e) Differentiated work-timings: This concept will diversify the total vehicle population on roads of Delhi at a time, especially during the peak hours. The market timings should be diversified and that of public utility services like banking, etc should also be diversified.
- f) Trained personnel: To control traffic, the city also needs well trained and apt quantity of traffic management personnel. Proper and rigorous implementation of traffic rules and regulations will come only when there is apt quantity and well trained traffic personnel. However, with recent improvement in Delhi traffic police, the statistics of accidents in Delhi have also come down.

Apart from Traffic police the trained personnel also includes the drivers (of auto-rickshaws, tourist vans, individuals, etc). In India, getting a license is a cake-walk. The license procurement system should be **inspired from Qatar**, where the government runs driving schools. In order to get license one has to go to the school, pass the

written test and face the well designed practical exam. Thereby it ensures every license holding driver to be well trained and civilized driver, rather being an amateur driver like in India. This will definitely ensure reduction in accidents in India. Public Policy Research Centre recommends Delhi to think about it.

g) Resolving Parking:

Abandon road side unregulated parking. Parking on sidewalks or footpaths is prohibited by law. Hence, it must be checked as well. Plus parking in front of shops should also be strictly checked. The parking basements meant for the purpose should not be put to some other commercial use. Visitors' parking in residential complexes, proper parking space in commercial buildings, business establishments, etc should be made compulsory. Effective use of the defined parking areas should be ensured. Parking for commercial vehicles like Lorries, etc should also be facilitated.

Parking should be managed so that it supports the City's Strategic outcomes for economic development, urban development, transport, environmental, social and recreation, and cultural wellbeing. Revenue from parking needs to reflect the parking policy and the city's strategic direction. **Pricing is an effective tool in maintaining a certain level of availability of the on-street spaces.** However, the price of a parking space needs to continue to recognise the cost of supplying and maintaining the road and street space asset. This should be communicated to the community to foster greater awareness and understanding of the rationale for charging for parking.

The Master Plan for Delhi 2021 provides for increasing parking space and deal with increasing car ownership. Planning for proper parking infrastructure and management for newly developed layouts by DDA and private developers should be mandated. Also, compulsory well managed parking should come up on notified sites like heritage spots, etc. Relaxed parking norms for low income housing and economically weaker section housing should be introduced. **Integrate land use and transportation policy both for planning and implementing the parking policy.** Identification of zones based on traffic quantum, socio-economic profile and infrastructure of the area should be done in order to identify parking spaces and traffic diversions, and also to help in parking

demand differentiation. Delhi also needs to come up with '**no stop zones**' and '**one – ways**' like in Pune to allow continuous traffic mobility and regularized parking system.

NOTE: Public transportation is the key to solve the traffic issues of Delhi. Delhi is a city where people from nooks and corners of the country come to fulfill their aspirations, and also tourists from across the globe come here. In Healthy public transportation lays the foundation of Delhi's traffic mobility. Hence, Public transportation is still a service area for the government authorities and not mere source of revenue. PPRC recommends the authorities to spend more on this head.

3.2. URBAN PLANNING AND SLUM RESETTLEMENT

Delhi has been a city favored much in the sanction process. In context to the JNNURM, the mission was launched in 2005. By 2009, three projects under JNNURM got clearance including a redevelopment plan for Connaught place, the construction of 9000-houses for urban poor under Rajiv Awas Yojna (RAY), and the purchase of low-floor buses. But delay in implementation has been the major hurdle for the mission to be fruitful in Delhi. The lack of response from the Delhi govt in fulfilling the reforms agenda was cited as the main reason for the delay.⁴ Slums have also been a major preoccupation and an irritant in the minds of India's planners and have remained so till now. During the emergency imposition in 1975, the massive removal of thousands of low-income families in the Turkmen Gate areas of Delhi and their forcible removal and relocation beyond Yamuna in East Delhi took place. These negotiations between the slum-dwellers and Delhi govt are still haunting the Delhi urban planning. The very recent removal of 400-families living in the slum in South Delhi's Rangpuri pahadi area by the Forest Dept has raised political questions again. Then, urban villages in Delhi are leading to conflicts in many areas. For instance, Shahpur Jat, Hauz Khas, etc.

3.2.1. On comparing the census data, it is observed that between 1991-2001, %age rise in migrants has been 61.56%. In 2001, the migrants' population in Delhi has been ~60.1lacs.

⁴ K.C. Sivaramakrishnan, 2011: 'Re-visioning Indian cities' (Sage publishers)

Rented accommodation in Delhi has hence shot-up. The residential colonies are converting into PG-accommodations, rented apartments, etc. The 65th Socio-economic survey on housing conditions in Delhi estimates that 28.5% population of Urban Delhi lives in rented houses.

3.2.2. In order to resolve the conflicts Public policy research centre after evaluating the dynamics of the related issues, suggests:

- a. Migrants' population management: The authorities in Delhi should have a well maintained database of migrants' population in Delhi. After every census the directorate of economics & statistics Delhi should provide an organized database of migrants' population in Delhi. With identification of this segment of population in Delhi, the authorities should define their areas of settlement with cheap and convenient housing facilities for this population. Like the night shelters in Delhi for accommodating the population on roads, PPRC also proposes 'chawl' system to accommodate the huge population of migrant workers in Delhi. The areas should be identified for developing such residential facilities with low-cost housing providing one-room residence with several common toilets and a single large common kitchen. This will add to the employment opportunities for the dependants of the migrant workers and resolve the disputes over the slum development in Delhi. Eventually the issue of urban villages shall also be heard. For students coming to Delhi more hostels should come up and private hired accommodation coming up in residential areas should be discouraged.

Housing for all. In Delhi it will remain a grievance area until the migrants' population is well managed by the authorities.

- b. Phase-wise resettlement: The slum resettlement in Delhi can be done effectively if it is done phase-wise. The families and slum colonies should be identified and resettled to the desired location in a phased manner. This will ensure minimum resentment and more effectiveness. The preparation of Slum-free city plan came up most widespread as a part of RAY in Delhi. But it lost its fervor due to duplicity of authorities in Delhi.

The land pooling project of DDA is an innovative concept, but it needs to assimilate the need in Delhi to identify and settle the huge migrants' population in Delhi, most of which is not interested in lavish housing. Public policy research centre suggests the DDA to develop its smart cities on the land pooled along with multiple economical housing belts for workers in Delhi.

- c. Basic Amenities: Water and Electricity, the most critical amenities for every urban citizen in India, especially the Delhites when these two are made the biggest political agendas in the national capital. Delhi can learn a lot from India's financial capital, Mumbai. It stands out to be the best in power distribution, drinking water supply or presence of public toilets. There are 3-power suppliers in Mumbai, the Brihanmumbai Electric Supply and Transport (BEST), Tata power and the Reliance Infrastructure. The water supply in Mumbai is heavily subsidized. The daily water bill for a family of five consuming about 1000litres of water is Rs3.50⁵. Sanitation is equally a big issue in Mumbai as in Delhi. But the rigorous process of delivering public toilets infrastructure in Mumbai has been far ahead Delhi.

Public policy research centre proposes a prepaid system for electricity and water supply. Perhaps, Delhi needs to **develop green energy resources** like solar plants. Moreover, a **progressive pricing system for water consumption** can control the wastage of water and motivate measures that lead to water-conservation. For weaker sections, *effective cash transfer subsidies* can come up to reduce the burden if felt, instead of offering freebies of these scare resources. When the discoms are facing huge losses and Credit Suisse report suggests that if state electricity boards (SEBs) keep raising tariffs by 10 percent every year for the next three years, they will just be about break even, freebies can't be a viable option. Moreover, for sanitation more public toilets should come up. Eventually, the **use of bio-digesters** in Delhi can be the best and cheap alternative for public toilets.

- d. Markets management: Public policy research centre also proposes planned management of market areas in Delhi. The authorities in order to regulate them should

⁵ MG Arun, India Today (December 1'2014: 54)

first of all maintain a database for such areas and identify the markets of utmost crowd. Thereafter, database management of hawkers, vendors in Delhi should also be maintained by the authorities. Further allocation of specific spots to these vendors can be done which shall resolve the issue of traffic and unplanned markets in Delhi.

- e. Animals on road: The Dogs and Cows on Road....they say everything looks good when at their place. Animals on roads, causing accidents and filth on roads are a concern in several areas in Delhi. The local bodies should effectively regulate the activities of the stray animals dept. Introduction of e-governance in the dept will be a revolutionary step.

3.2.3. When Singapore offers to develop Delhi as a smart city:

Singapore, itself a smart city, is also known for its urban planning efficiency as the tiny island is just about 718 sqkms doesn't have land to make room for housing, transport, industry and open spaces. So, Singapore's smart cities like Tampines, Zulkifli's constituency have workplaces, shopping malls within walking distance. It has 11.3 km of cycling tracks connecting people to all amenities in the town that is also efficiently connected by Mass Rapid Transport (MRT) and bus.⁶ Recently, the city has offered to develop Delhi as a smart city. Their planning policy exclaims that housing shouldn't be just buildings but developed like community with efficient transport like cycling. Some of the smart cities that Singapore has helped develop are Suzhou, Tianjin and Nanjing in China.

3.2.4. Apart from Singapore, Delhi can guide its urban planning from Middle East cities. Middle East is undertaking some of the biggest planned cities and towns in the world. While some of these developments are very exotic, there are few which are setting example of how the future cities should be. Masdar City is the latest of a small number of highly planned, specialised, research and technology-intensive municipalities that will rely entirely

⁶<http://timesofindia.indiatimes.com/city/delhi/Singapore-offers-to-develop-Delhi-to-a-smart-city/articleshow/45155558.cms>

on solar energy and other renewable energy sources. Then, from Istanbul in Turkey, the project of Istanbul Finance Center that aims to become one of the world's top 20 financial centres that will cater to banks, multi-national corporations and services firms, is inspiring.

Also, the issue of overcrowding in Delhi can be shared with that at Kuala Lumpur, Malaysia. Putrajaya-this city, located close to the capital Kuala Lumpur, serves as the federal administrative centre of Malaysia. The need to shift the government offices was felt as Kuala Lumpur getting overcrowded and congested. Putrajaya was planned as a garden and intelligent city. As a result, it has lot of open and green areas. Delhi can identify and develop its administrative headquarter shift to some nearby area. Even, the **Capital of Brazil-Brasilia** model, where the city's design divides it into numbered blocks as well as sectors for specified activities, such as the Hotel Sector, the Banking Sector and the Embassy Sector, is an innovative concept for Delhi.⁷

3.3. ENVIRONMENT & POLLUTION CONTROL

Delhi has become world's most polluted city! The Environment and Pollution Control Authority (EPCA) recently reviewed the Delhi govt's air pollution action plan and found that the govt is not equipped to deal with the city's severe air pollution. Apart from air pollution that happens to be hot-debate amongst environment activists in Delhi, waste management is also a grieving area. Air in Delhi is classified to be very unhealthy and hazardous. The Air Quality Index (AQI) of Delhi ranges from 182 to 399. While, that of Beijing is 177, Shanghai is 157 and Tokyo is 53, Kuala Lumpur is 32. This hazardous air basically is due to the high local emissions. This high AQI in Delhi means that the capital city is breathing diseases every moment. Statistics say that 50% of black carbon emissions came up from transport sector compared to 38% from the Industrial sector (2013).

⁷ <http://www.rediff.com/business/slide-show/slide-show-1-special-25-biggest-man-made-cities-and-towns-in-the-world/20140103.htm#26>

a) Transportation reforms in Delhi are more needful to control pollution. Hence, Public Policy Research Centre here firmly proposes to strengthen the Public transportation in Delhi. Increase their services, especially buses, discourage personal vehicles, especially cars and restrict the heavy vehicles to enter the city. Their routes should pass by the outskirts of the city. Define & develop these routes. **Moving on to Euro-5 norms is strongly needed.** Discourage diesel vehicles in Delhi.

b) Ban on Burning Dry leaves: No doubt it is a commendable decision, but mockery of the ban is disappointing in the city. It was imposed in 1998 with punishment is 5-yrs imprisonment and Rs1lac fine. Still the monitoring is so meek that the burning is adding to Delhi's air pollution a lot. Failure reason: again duplicity of authorities in Delhi. The civic agencies claim the action should be taken by DPCC and the latter claims the former. The agencies are toothless. There is need to sensitize the Delhites towards the issue and strictly implement the ban. NDMC's recent initiative on 'zero waste drive' is commendable. Delhi needs strict implementation of these pollution control norms.

c) Water scarcity and Pollution in Delhi is also an area for serious discussion. Recently, it came to light that the water pollution in Hindan River due to dumped industrial effluents may be the reason behind widespread cancer disease in the greater Noida region. Till date 400 deaths in the region has been due to cancer. Hence, strict **waste-water recycling** should be mandated for the industries.

d) Waste management in the densely populated city like Delhi is a major concern. Delhi needs a combined and systematic initiative from the civic bodies and other communities to pool and dispose the waste of the city. The Cuttack-Bhubaneswar model can be adapted in Delhi. The municipal corporations of both the cities have entered an agreement with a Mumbai based company to set up a Solid waste treatment plant with anaerobic digesting of the compost. It is reported that the plant will treat 500-tonnes of solid waste. A bold step towards *Swachh Bharat*. Delhi being the capital city has 20-sewage treatment plants, needs to come up with more with

better technology in order to be *Swachch Delhi*! **Institutionalizing rag-pickers and their rigorous training** for segregation of degradable and non-degradable waste can be one firm first step ahead. **The rag-pickers and sweepers should be the brand ambassador of 'Swachch Delhi'.**

3.3.1. The recently developed Beijing model can be adapted in Delhi, where they have put in strong anti-smog measures like restricting traffic, heavy plantation within 200km radius of the capital, sending out drones to monitor factories and power stations in and around Beijing.

Apart from this, Malmo (Sweden) can also be an inspiration. It is focusing on green-space and well known for their parks and sustainable urban development. Curitiba, Brazil that has one of the best transit systems for commuters and San Francisco (US) that marks for its air quality, waste management, eco-friendly commuting options along with being densely populated can be also a source of learning. **Waste management policy in Curitiba, Brazil** that has now led almost 90% of its residents to recycle 2/3rd of their garbage daily and there is a system of exchange garbage for transit tokens or fresh produce, can be replicated in Delhi. Tokyo, Japan surprises even the Americans, Scandinavians by keeping clean so effortlessly. It is the innate habit of Japanese of not-littering. Delhi needs to sensitize its people towards the same.

3.4. SOCIAL WELFARE AND SECURITY

In the affluent city like Delhi, social welfare measures include most of the basic amenities requirement mentioned above and education & health facilities ofcourse. When approximately 1lac children are added every year for school education the rapidly changing admission norms in Delhi worry Delhites. The student-teacher ratio in Delhi is apt but in near future it may be disturbed due to presence of lesser no of schools in Delhi as compared to increasing no of children in Delhi. Most of North India is dependent on Delhi for advanced health facilities. AIIMS, Delhi tops the chart in multispecialty hospitals in India. Eventually, Delhites faces difficulties in meeting their health requirements easily.

3.4.1. Education

a) Delhi definitely needs more night-schools. Public policy research centre proposes the schools in Delhi to set-up double shift classes to accommodate more students at a time without disturbing the apt student-teacher ratio. Further, more recruitment of teachers shall meet the demand. Less no of playgrounds in Delhi hamper the sportive spirit. Delhi also needs to promote sports in schools. The Chinese concept of constructing playgrounds and open-spaces above the buildings can be replicated in Delhi. The MCD & Delhi govt schools' playgrounds also can be maintained and made available for use. PPRC also firmly proposes development of MCD schools through PPP mode in Delhi to enable quality education in these schools.

b) For admission norms, PPRC believes that increasing population is the major reason behind these clashes. Indeed, the point system applicable since December'2013 weren't much justifiable, but they discouraged management quota donations. In order to ensure education for all, the Dept of Education in Delhi certainly needs to come up with more schools. No doubt education is the one of highest expenditure made by the MCDs in Delhi but still the spending is very insignificant for providing quality education and infrastructure.

c) Delhi certainly also needs to come up more higher education institutes. Plus, the existing ones should also come up with night schools and double-shifts. Public Policy Research Centre backs the demand for Delhi University campus in East Delhi. We also demand to develop 'specialized training centres' in each college. **Compulsory skill-courses along with each conventional degree course** should come up. Also, setting up Technical institutes in rural areas along with more schools by **land-pooling** can be done. Delhi can even develop more stadiums and sport-centres in these areas.

d) Delhi needs to evaluate the performance of existing technical institutes. For instance, ITCs are more in number but trains very less students as compared to the Polytechnics. Perhaps, the reason may be that the latter are govt aided and most of the former are private. We need to evaluate the employability of the students passing

out and thereafter, an overhauling is required. Afterall, unconventional-specialized courses are most required presently.

3.4.2 Health

a) In order to revive the health sector in Delhi, Public policy research centre proposes 'Insurance for all' policy. The authorities must listen to this demand soon.

b) Then, the population burden on the health services can be met first by extending the OPD facilities. The hospitals should extend their OPD timings. Secondly, some hospitals should be defined to handle only referral cases. Thirdly, the authorities need to come up with more dispensaries and PHCs, maternity/child welfare centres, etc especially at the peripheries. For the rural areas, PPRC proposes to set-up numerous **small health centres with trained nurses** to handle basic ailments can solve the problem of overcrowding at govt hospitals. **Mobile health care units** should also be annexed with this plan.

c) PPRC also backs the demand for promotion of **Generic medicines** in Delhi. In addition to this, we look for compulsory **updated citizen charter** at every hospital. Plus, we propose the hospitals to develop and **display a database** (perhaps, digital as on Railway stations) of no of beds, no of vacant/occupied beds with details enlisted, etc.

3.4.3. Security

Law & order in Delhi has been questioned since it has been defamed as 'rape capital'. In spite of best efforts made by the Delhi police time and again, the no of cases of rapes, eve-teasing, molestation has increased many fold. Delhi lost its appeal as tourist destination in the world out of this. Considering the recent killings of policemen in Delhi, it is that even the law & order keepers are not safe in the city.

a) Certainly, ammunition control in Delhi is a must. The Police force is required to be sensitized on dealing with the criminal gangs as well as handling the social crime

psyche. They also need to be technologically updated. The 48223 no of constables of Delhi police should be major focus for this training. Afterall, they are the eyes and nose of the Delhi Police. Eventually, considering the huge population of Delhi, their no seems to be small. Indeed, Delhi Police should recruit more of them.

- b) To curb the crime-against women trends in Delhi, the system needs to promote sex-education and gender-sensitization, rather than moral-policing, where gender sensitization also includes addressing to the emotional-quotient of males. Participation of several communities unanimously towards this will help.
- c) Law & order was recently disturbed on account of communal riots that broke out in Delhi. The Delhi Police along with several communities also needs to come up with society sensitization projects. Also, the Police needs to regularly update its database of areas with probable communal tensions. This database will enable the Delhi Police to especially eye the events in these areas and always be prepared to curtail clashes.

3.4.4. Apart from all this, Delhi also needs to come up with more old-age homes for many families have their children working abroad. It can come through PPP mode. In addition to this, Delhi has around 12970 mentally disable people, but only 3 houses for mentally retarded accommodating only 428 (average) of them. Then, you find several such people on roads. Public Policy Research Centre proposes more houses for mentally ill people to come up in Delhi. Also, the capital needs more schools for mentally retarded children, work centre for women and residential institutions for beggars under Begging Act. Moreover, skilled based training within these centres can convert these beggars, dependent women productive for the economy.

3.5. TOURISM & HERITAGE CONSERVATION

Tourism can be the backbone of Delhi Economy. It is the place of cultural lineage and heritage treasure. Tourism infrastructure in Delhi needs to be revived. Delhi needs to emerge as not only a historical city, but also as a convention center, smart & eco-friendly city and cultural destination that represent entire India.

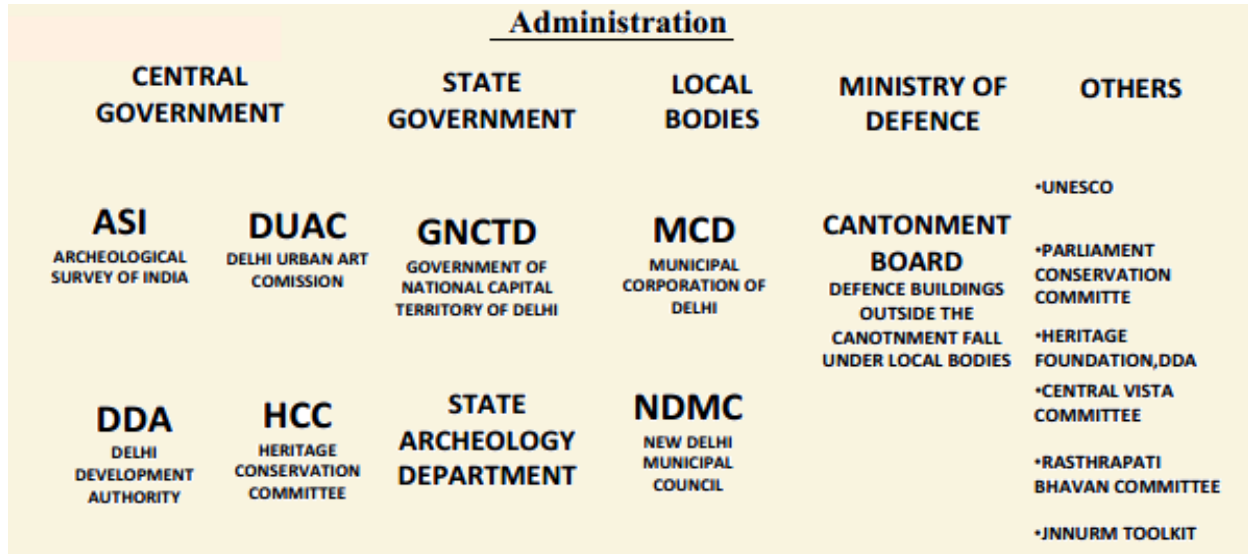
3.5.1. Development of basic infrastructure includes improving the transportation in Delhi, last mile connectivity, tourist friendly transportation services, etc. Also, developing more green spaces, promotion of recreational activities such as water sports, golf, amusement rides, etc, will help. Public policy research centre hence backs the proposition of 'making Yamuna navigable' made in Union Budget 2014-15. Development of Lakes should be done along with underground water level maintenance. Further, development of projects like the 'Delhi haat' at several other places should also come up.

3.5.2. The system of dissemination of information for tourists should come up from the Delhi tourism dept. It should be more user-friendly and tech-savvy. Public Policy Research Centre calls for a helpline no for tourists. Delhi tourism has recently proposed 'Night bazaars' for tourists in order to cater to their needs during travel and also promoting culture, products & services along with apt entertainment services also.⁸ It is indeed an innovative concept and should be promoted.

More convenience services like drinking water, variety of cuisines, kiosks, souvenir shops, tourist information counters, etc should come up at tourist destinations.

3.5.3. Heritage conservation should also be a priority concern in Delhi. Illumination of Monuments is necessary. Restoration of the de-notified monuments should also be given importance. The new Master Plan 2021 proposes 2-categories for the identified heritage sites. While the listed ones are taken care by the ASI, Sate Dept & NDMC, the unlisted ones are looked after by the MCD/NDMC.

⁸ <http://www.delhigovt.nic.in/dept/tourism/infrastructure.htm>



(SOURCE: *ibid* 8)

We have observed multiplicity of authorities again in administering heritage conservation. The above flowchart depicts involvement of so many authorities in conservation of heritage in Delhi.

3.5.4. As and when Delhi will start heading towards being a smart city, Tourism will automatically be promoted. It emerges with world's best medical services medical tourism in Delhi shall expand. As the rural pockets of Delhi get planned development rural/cultural tourism shall expand. And as it becomes more eco-friendly, eco-tourism also has huge potentials to expand in Delhi. While Heritage tourism is its treasure itself.

3.6. EASE OF DOING BUSINESS

With Prime Minister's recent call to 'Make in India', friendly business environment is necessary to support the call. Delhi being the national capital should adopt policies that ensure ease of business doing in Delhi.

Delhi already tops the list in easily starting the business. But this can be further improved to make it friendlier. Further, Tax overhauling is required. Public Policy Research Centre supports the GST proposition made by the Finance Ministry. It shall be imposed soon. More tech-savvy

services for speedy payments, approvals, etc should come up. Regulating markets has already been proposed in the former sections of this report.

3.7. GOVERNANCE.

Delhi, or the Delhi Metropolitan Area embraces the towns of Faridabad and Gurgaon in Haryana and Ghaziabad and NOIDA in UP, on the outskirts of NCT Delhi, and the outer-ring of NCR, extending beyond Panipat in the north, Meerut in the east, Alwar in the south and Rohtak in the west. The NCR Planning Board has been emphasizing for the last few years that the Central Ministries of Surface Transport, Railways and Communications take necessary investment initiatives for developing infrastructure projects for the construction of highways, regional expressways, regional rail networks, telecommunication networks, dedicated regional power grid system, etc. as a facilitative step. The GOI has issued guidelines permitting FDI up to 100% for development of integrated townships, including housing, commercial premises, hotels, resorts, city and regional level urban infrastructure facilities. The NCR Planning Board has recommended in the draft RP-2021 that the participating States of NCR could consider such integrated development with the help of FDI.⁹

It took a long period of time for NCRPB to finalize the RP-21. Further, due to duplicity of authorities and ineffective policies, investments in the NCR region are going down. There is an overhauling needed for the NCR governance. It's time to give NCR Board more teeth over other states' administrative units to implement development plans and overcome multiplicity of authorities.

With good governance most talked about these days, analyzing governance in Delhi is also important. Afterall, it is the National Capital. With multiplicity of authorities, there is so much duplicity in Governance that making any authority accountable in Delhi is difficult. Recent chaos on authority over law & order in Delhi reflected the same. In small spheres of life, Delhites face it often. For waste management to control over pollution, to heritage

⁹ BK Sundar Roy, 2010: 'Planning for NCR as a strategy for sustainable development of Delhi' (NCR Planning Board)

conservation to education & health services everywhere there is multiplicity of authorities in Delhi. Delay in decision making and planning in Delhi is due to the same.

3.6.1. Urban Local Bodies need to be empowered with clear delegation of functions, financial resources and autonomy. There is also a need to enhance the administrative, managerial and technical capacity of the ULBs. Indeed e-governance is the tool.

3.6.2. Many global cities have addressed the problems of governing large cities through elected Local Bodies. The delegated powers and defining accountability is a must. Like the Mayor of London and New York for example are directly accountable for strategic governance of their respective cities and have substantial resources and political power at their disposal.

3.6.3. Public Policy Research centre hence proposes reducing overlapping of responsibilities in Delhi. Further, we suggest it would be better that the ULBs in Delhi should be involved only in sanitation, Public works & street lights and waste management. The logic behind Delhi ULBs handling parking makes no-sense when the traffic issues are looked after by the Delhi Govt. Education and Health that is also being looked after by the ULBs in Delhi presently should be taken over by the State Govt. Infact, PPRC finds the former Congress govt's act of trifurcating the ULBs irrational. Rather, the govt should have re-defined their roles. This trifurcation is causing numerous administrative hurdles for the ULBs.

3.6.4. The Land under DDA should come under the authority of Delhi Govt. This will reduce overlapping of urban planning policies and quick/ responsive system of implementation.

3.6.5. Moreover, zero payment to the councilors for their services is broadly inviting corruption to the system. Hence PPRC also proposes some nominal remuneration to the elected councilors.

Chapter-IV: CONCLUSION

The *Aspirations of Delhi* can be fulfilled if Delhi no more overlooks the hurdles in the way of making it a smart city. When Delhi caters to the needs of most Indians and happens to be a melting pot of almost all cultures in India and the world looks upon India through Delhi, it needs to be rigorously working upon reforms. Public Policy Research Centre, in this study of understanding aspirations of Delhi learnt that most of its problems are due to population explosion and most importantly, the inefficiency of policies due to multiplicity of authorities.

Hence, we strongly recommend Delhi to scrap its multiple ULBs and make them more responsive by allotting them basic civic services only. While, the Delhi govt must get more command over the law & order plus more command over the social welfare activities including Education & Health also.

It is also felt that Delhi needs to give priority to its traffic management and transportation services. Thereafter, urban planning should be the important agenda which should involve migrants' population management first. Eventually, all these measures should be eco-friendly to reduce the pollution level in Delhi, which is another grieving area. Delhi must resort to green spaces and green energy resources now to meet its rising demand for power and reduce the burden of pollution.

Overall, the potential of Delhi to be world's smart city is immense. These reforms suggested shall definitely bring the investments back to Delhi that is recently seen to be deserting the city. India has a bright future and Delhi is its face! Let us pledge to enlighten the halo of this face! *Swachch Delhi* means *Swachch Bharat!* Smart Delhi means Smart India!

APPENDIX-1: POPULATION-Delhi

1.1 REGION-WISE SIZE OF POPULATION (CENSUS 2011)

Population 1lac & below	Chanakyapuri, parliament street, CP, Kotwali.
1lac to 4lac	Delhi cant, Karol Bagh, Darya ganj, Vivek vihar, Shahdara, Gandhi Nagar.
4lac to 8lac	Vasant vihar, Defence col, Seemapuri, Model town, Paharganj, Sadar bazaar, Punjabi Bagh, Rajouri Garden, Civil lines.
8lac to 16lac	Najafgarh, Hauz khas, Kalkaji, Patel Nagar, Preet vihar, Seelampuri, Narela.
16lac & above	Saraswati vihar.

1.2 RURAL AND URBAN POCKETS (CENSUS 2011)

RURAL AREAS		URBAN AREAS	
Population upto 20k	Hauz Khas, Preet vihar, Punjabi Bagh, Civil lines.	Population below 1lac	Chanakya Puri, Parliament Street, CP, Kotwali.
20k to 40k	Seelampuri	1lac to 8lac	Delhi Cant, Karol bagh, Darya ganj, Paharganj, Shahdara, Vivek vihar, Seemapuri, Rajouri Garden, Vasant vihar, Defence col, Sadar Bazar, Model Town, Civil lines, Punjabi Bagh, Narela.
40k to 80k	Saraswati vihar.	8lac to 16lac	Najafgarh, Hauz khas, Kalkaji, Preet vihar, Seelampur, Patel Nagar, Gandhi Nagar.
80k & above	Narela, Najafgarh.	16lac & above	Saraswati vihar.

1.3 Decadal Growth of Population of Delhi (Region-wise) 2001-11 (Source: Census of India)

40% & above

•Narela, Najafgarh, Seelampur.

20% to 40%

•Kalkaji, Preet vihar, Punjabi Bagh, Saraswati Vihar, Civil lines.

0-20% growth

•Hauz Khas, Vasant Vihar, Defence col, Vivek Vihar, Shahdara, Seemapuri, Model Town, Patel Nagar, Rajouri Garden, Gandhi Nagar.

-20% to 0

•Delhi Cant, Chanakyapuri, Karol Bagh, Daryaganj, Paharganj, Sadar Bazar, Parliament Street.

-20% & below

•Kotwali, CP

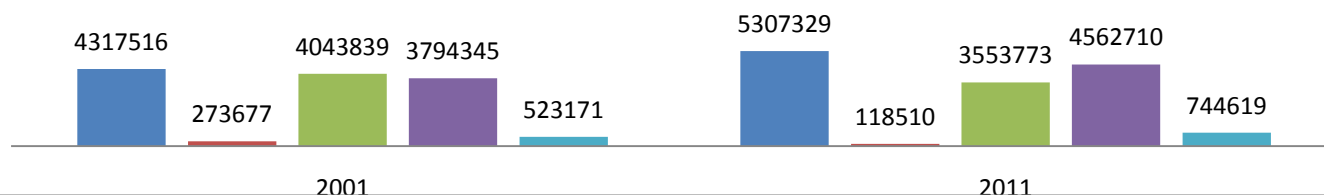
1.4 POPULATION OF WORKERS- Delhi.

(Note: Total %age rise=22.93 %.)

Main Workers Delhi: Decadal growth

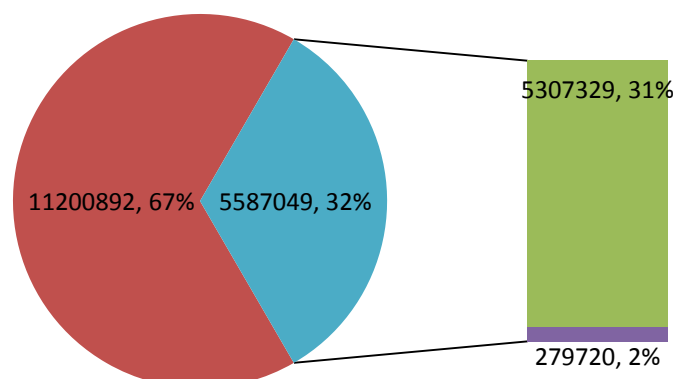
Source: Census of India

■ Main workers ■ rural main workers ■ urban main workers ■ male main workers ■ female main workers



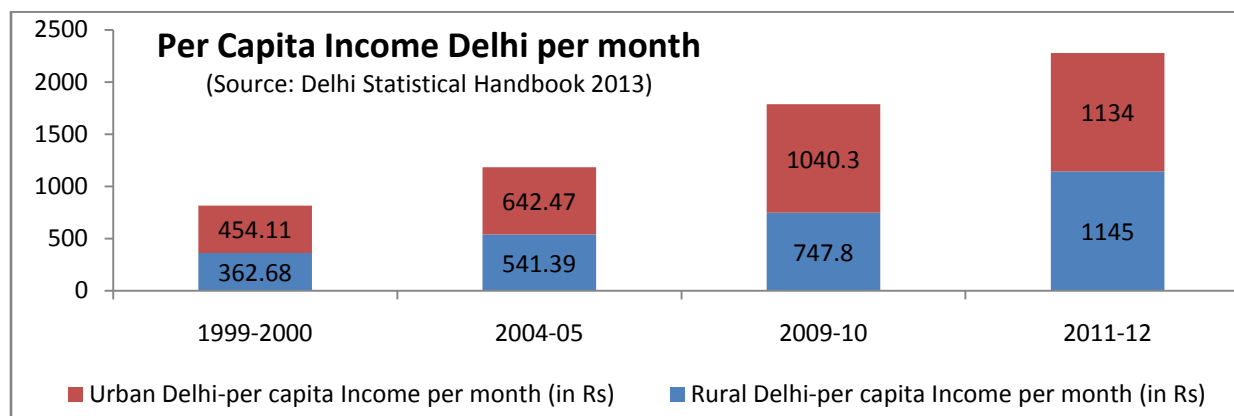
Workers' Population Delhi 2011 (Census of India)

■ Total Workers ■ Non Workers ■ Main Workers ■ Marginal Workers

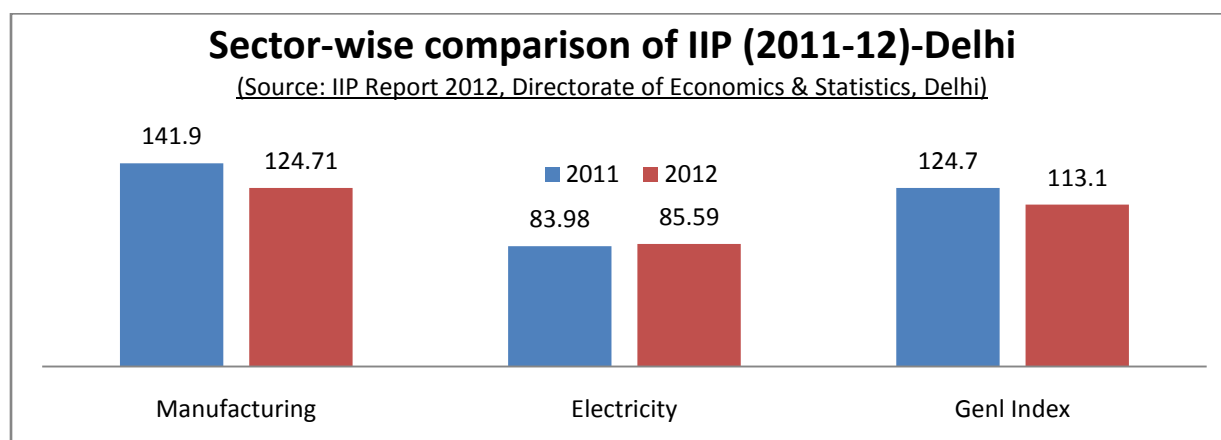


APPENDIX-2: RELEVANT ECONOMIC STATISTICS-Delhi

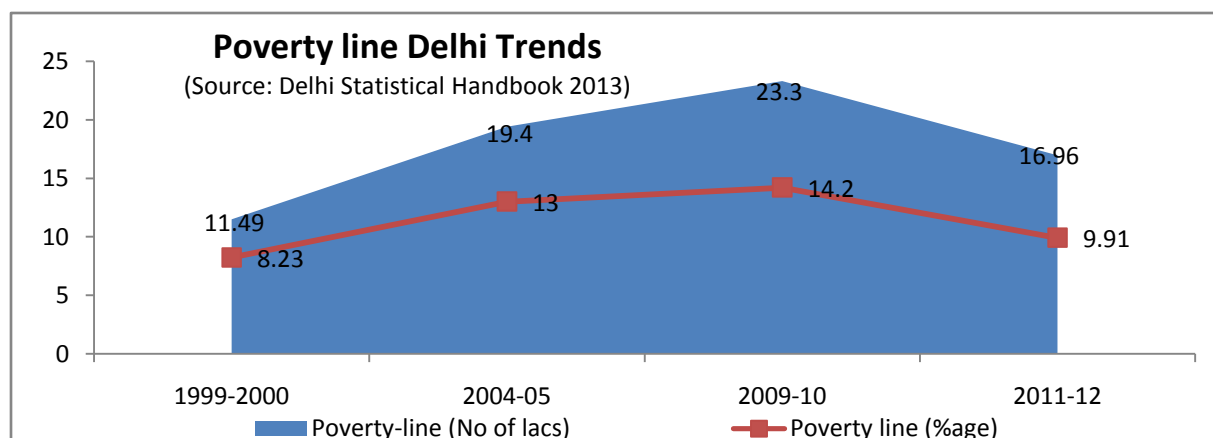
2.1 PER CAPITA INCOME



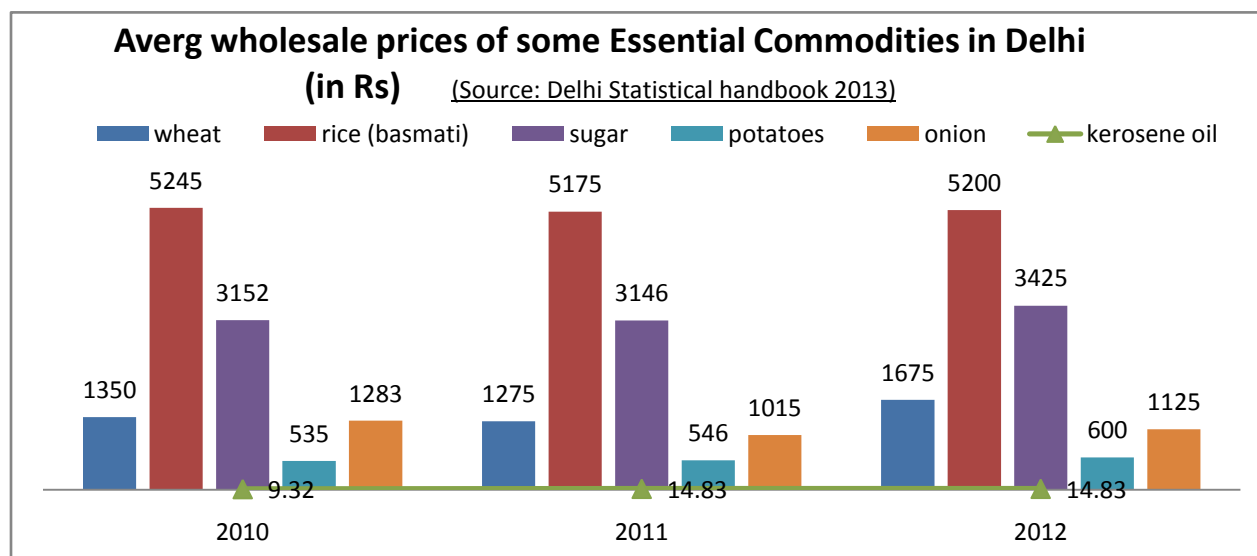
2.2 INDEX OF INDUSTRIAL PRODUCTION



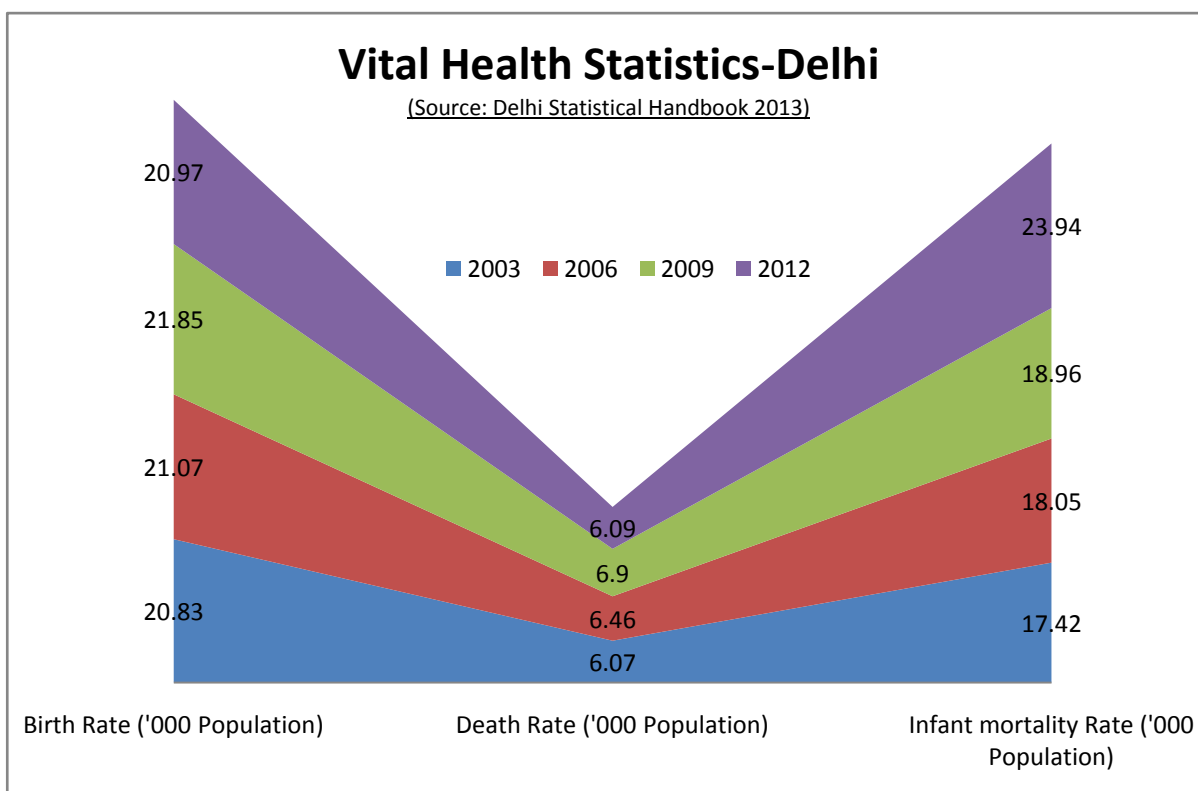
2.3 POVERTY



2.4 PRICES of ESSENTIAL COMMODITIES



2.5 VITAL HEALTH INDICATORS

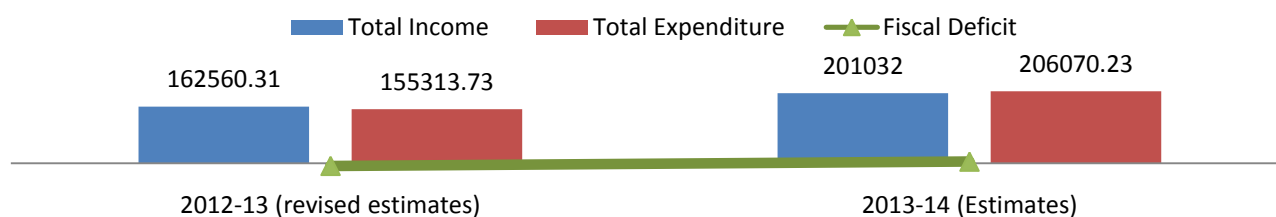


APPENDIX-3: BUDGET of ULBs-Delhi

3.1 EAST DELHI MCD

East Delhi Municipal Corporation of Delhi Budget Estimates (Rs in Lacs)

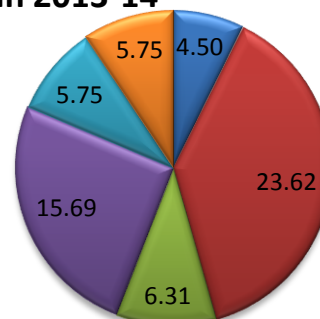
(Source: Delhi Statistical handbook 2013)



EAST MCD: %age of expenditure on relevant Heads in 2013-14

Budget estimates

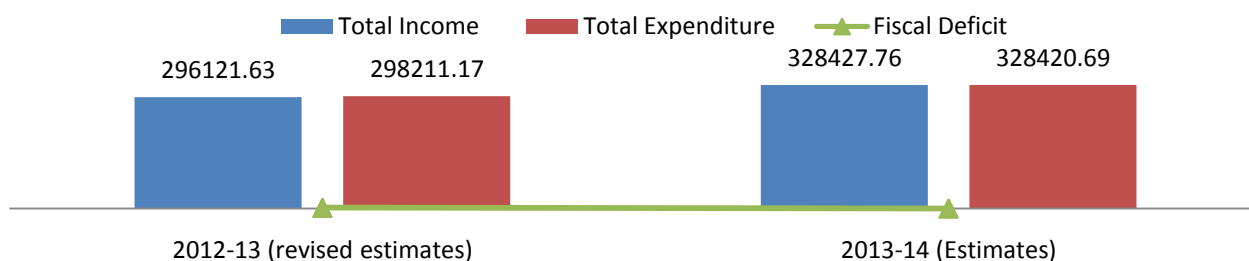
- community services
- education
- public health & medical relief
- sanitation
- public works & street lighting
- exclusive development expenses



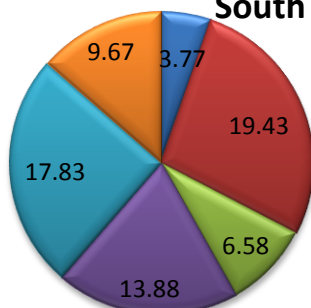
3.2 SOUTH DELHI MCD

South Delhi Municipal Corporation of Delhi Budget Estimates (Rs in Lacs)

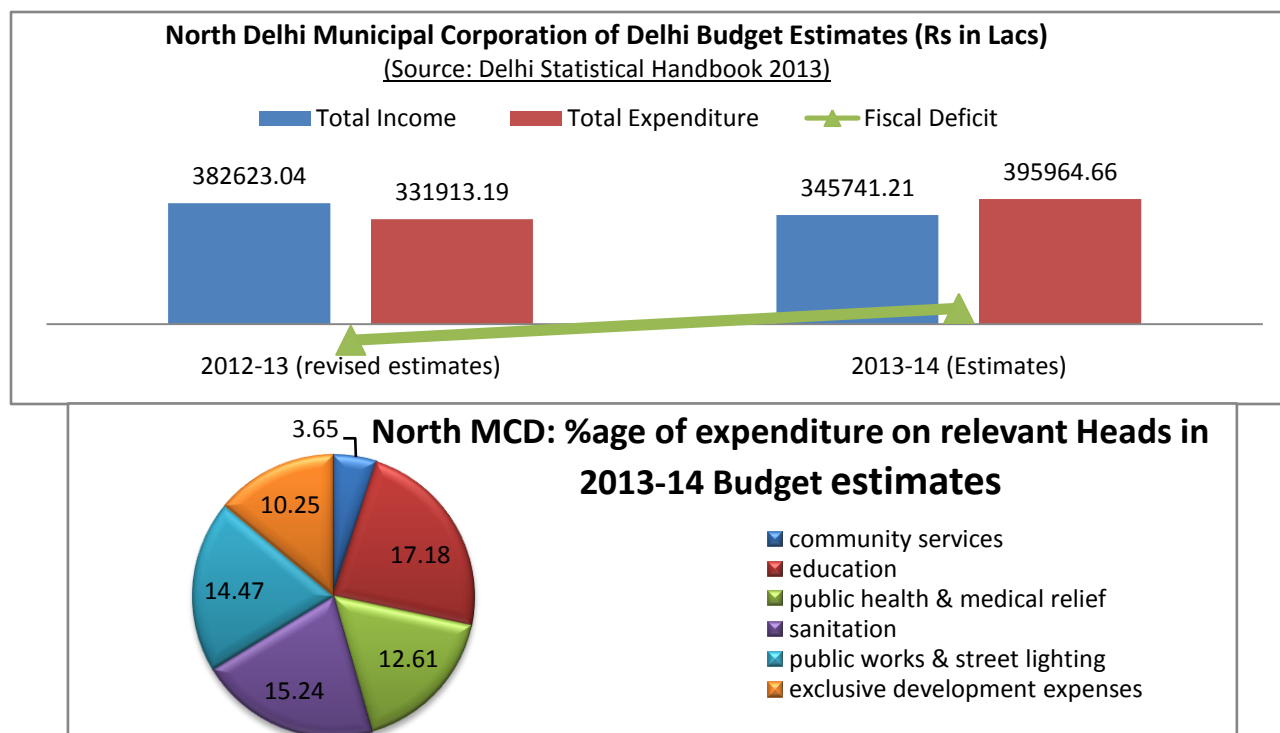
(Source: Delhi Statistical Handbook 2013)



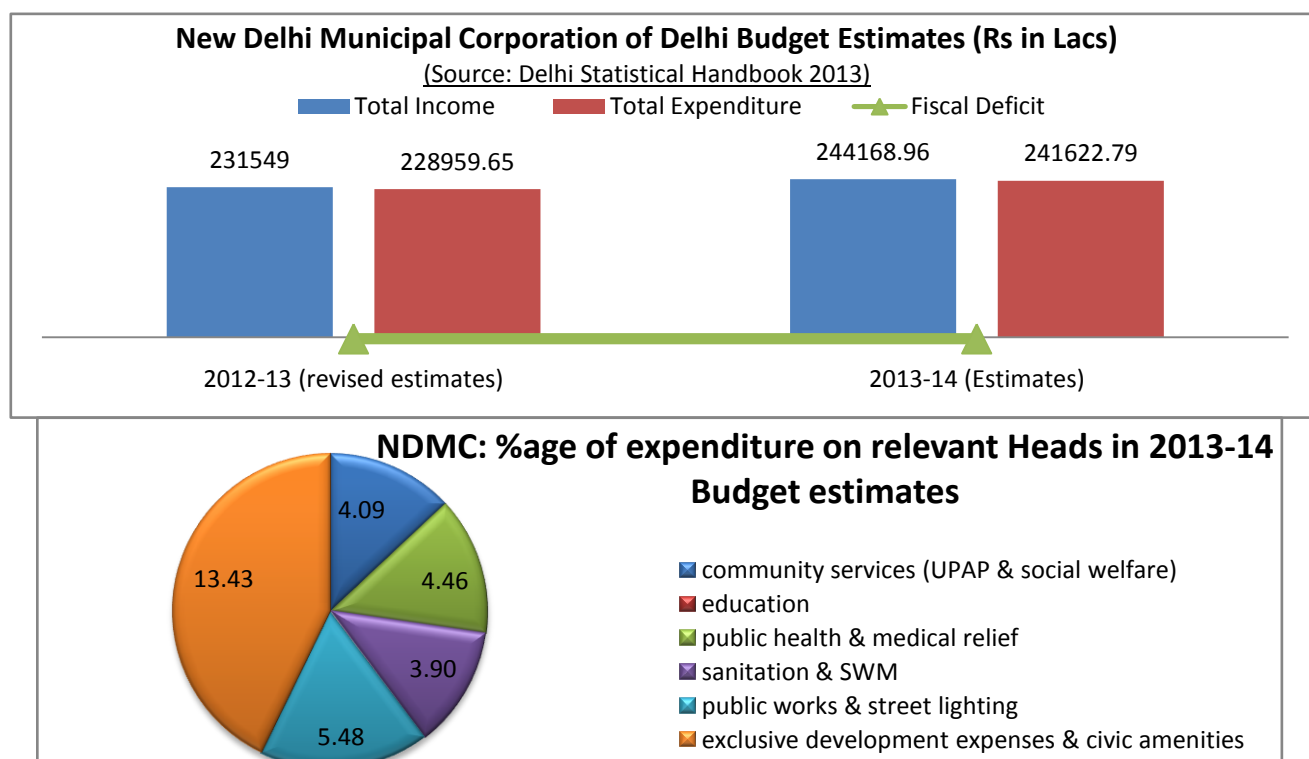
South MCD: %age of expenditure on relevant Heads in 2013-14 Budget estimates



3.3 NORTH DELHI MCD



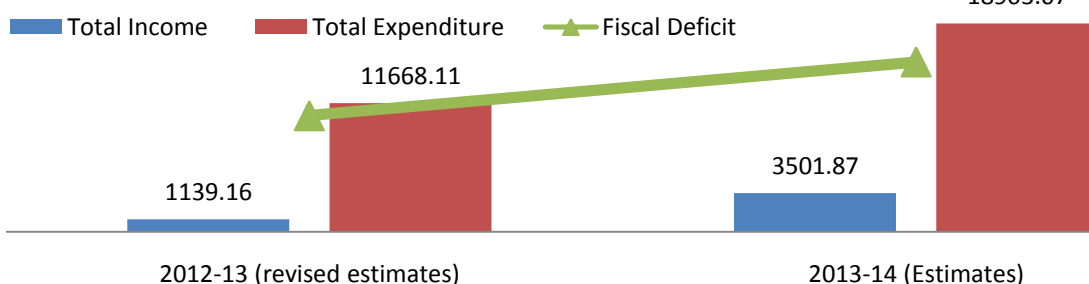
3.4 NEW DELHI MUNICIPAL CORPORATION



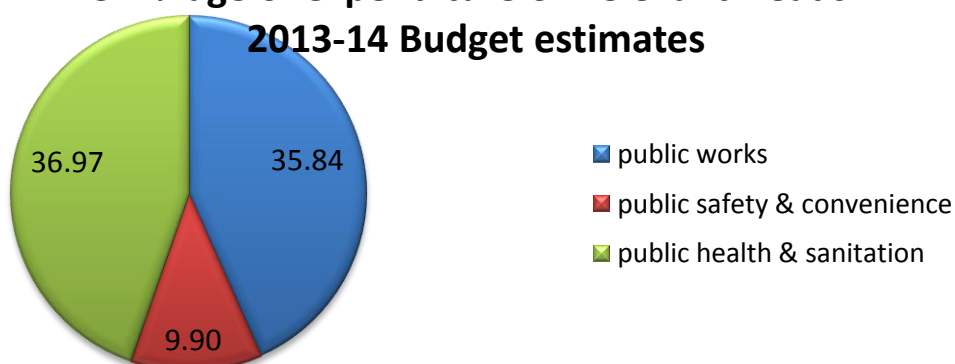
3.5 DELHI CANTONMENT BOARD

Delhi Cantonment Board Budget Estimates (Rs in Lacs)

(Source: Delhi Statistical Handbook 2013)



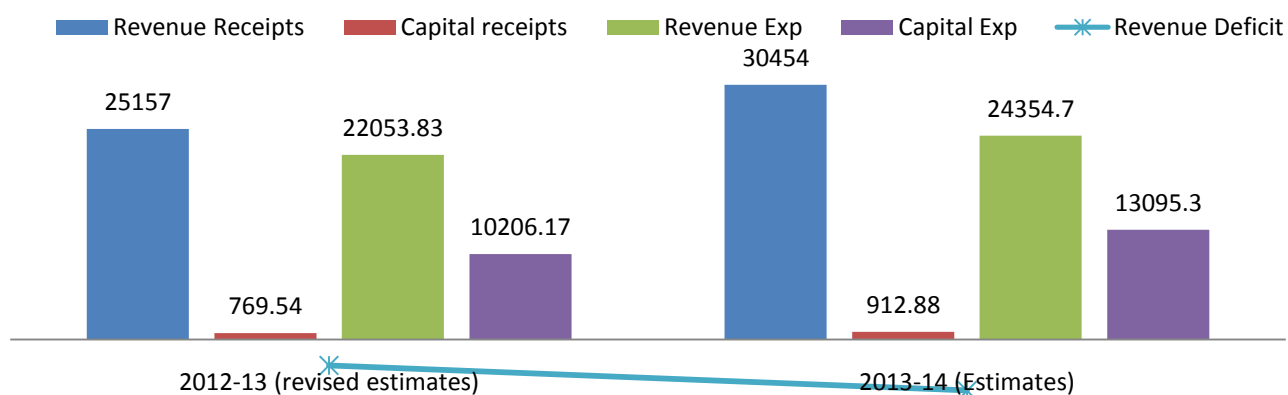
DCB: %age of expenditure on relevant Heads in 2013-14 Budget estimates



3.6 Govt of NCT of DELHI

Govt of NCT of Delhi Budget Estimates (Rs in Cr)

(Source: Finance Dept, Govt of NCT of Delhi)





BOARD OF DIRECTORS

Dr Vinay Sahasrabuddhe
Advocate Nalin S. Kohli
Dr Sumeet Bhasin
Mr Rajinder Arya

FUNCTIONARIES

Khyati Srivastava
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Srikar Gullapalli
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