



A Monthly Newsletter

April 2017

Volume I, Issue XI

About the Project

Launch Date of the Project

18th February, 2016

Project Duration

48 Months

Project Location

Nagpur

Stakeholders

Local Government Officials, State Government, Citizens, Urban Poor, Elected Representatives, Civil Society Organisation (CSOs)

Beneficiaries

Citizens and officials working in Local Authority and organisations

NMC EQUIPPED: Capacity Building Programme for Better Grievances Redressal

After the successful Launch event of City Development Forum in the month of March 2017, the Equi-City cell has started working on the capacity building component of the project which incorporates training to Nagpur Municipal Officials and Representative in specialised areas related to equitable provision and delivery of municipal services. This capacity building programme will equip the NMC officials and elected representatives in better understanding of the problems faced by the citizens with regard to infrastructure services, will provide tools and methodologies to analyse the situation, will provide remedial solutions in various aspects of service delivery etc. Some of the major activities that took place under this programme are:

Activity 1: Training Needs Assessment and Survey

The Equi-City cell undertook a Training Needs Assessment and Survey in all 22 departments of Nagpur Municipal Corporation from 9th to 15th Jan and 5th April to 15th April, 2017. Under this survey, the Equi-City team identified the training needs of various departments of NMC.

Activity 2: Preparation of Curriculum

Based on the identified key areas for the training of NMC employees, the Equi-City team started designing the modules specially focusing on

- ◆ Water and sanitation,
- ◆ Public health,
- ◆ Citizens participation in delivery of

Formulation of Diversity Committee

Apart from Training Needs Assessment, the setting up of Diversity Committee in Nagpur Municipal Corporation is also under progress. The Diversity Committee is aimed to streamline and formulate the Human Resources and Diversity Policy in the city, create Diversity and Equality Policy Framework, which will act as a base for ensuring diversity in the future, ensure compliance to the Diversity and Equality Policy Framework in the city and act as a forum for grievance redressal for human resources and diversity issues in the Local Authority.

Currently, the identified members for the Diversity Committee has been finalised which consist of NMC Officials, Elected representatives, CSOs representing minority communities and NGOs.

OUTCOMES OF THE PROJECT ACTIVITIES

Setting up Diversity Committee

The members of the Diversity Committee are identified by the Equi-City team. The members of the Diversity Committee are expected to finalise till the first week of May

2017 by municipal commissioner. Once the members are finalised, the first meeting of Diversity Committee will be conducted.

Identified areas/themes for training of the NMC Employees

The Equi-City team identified 10 key areas for training of NMC employees as per the training needs of NMC departments, which are:

1. Municipal Finance Management and Distribution :
2. Traffic Management Solutions
3. Administrative efficiency and sustainable practices
4. Quality Control
5. Water Management
6. Solid waste Management
7. Training for conducting outreach campaign for public health services
8. Disaster Training Program
9. Building of Geographic Information System (GIS) experts
10. Information and Communication Technology (ICT)

Currently, these identified key areas are under the approval from the Nagpur Municipal Commissioner.

Training Modules

The modules for training programme are expected to complete till the first week of May 2017. Once the modules are prepared, it will be scrutinised by the municipal commissioner.



Equi-city Team welcomes the new Commissioner of NMC

The Equi-city Team welcomed the newly appointed Commissioner, who took charge at Office of the Nagpur Municipal Corporation on 26th April 2017. The new Commissioner Shri Ashwin Mudgal, IAS, was briefed about the Project aims and objectives and the completed and on-going Project activities. The Commissioner expressed enthusiasm over the continuing Project and vowed to work and support it with full vigour.



Case Studies for better understanding of Equality & Diversity

“Equality and Diversity in Local Governance”

Equality and diversity are two important prior factors for local governments to achieve better retrieval of public grievances. But in India, Statistics show that more is needed to be done to ensure all the community voices are heard in local government.

What is meant by diversity for local government?

Diversity and inclusion is the range of people and ideas within organization for creating an environment in which people feel involved, respected, valued, connected and are able to bring their ideas, backgrounds and perspectives for a competent governing structure. Diversity and Inclusion framework is to ensure that it recognizes city's growing diversified population and that all citizens have the opportunity to participate in programs and the services the city provides.

The framework emphasize on establishing a governance structure of workforce with employees of diversified fields for understanding the different perspectives of the society. The successful implementation of equality and diversity in all aspects of work ensures that workers in any firm/organisation are valued, motivated and treated fairly.

The essential common elements for achieving sustainable diversity and inclusion practices within organizations are:

- ◆ Informed and society leadership
- ◆ Comprehensive scope of goals and activities
- ◆ Integration of objectives within business plans throughout the organisation
- ◆ Dedicated resources
- ◆ Focused education and training opportunities

- ◆ Policy review and development
- ◆ Shared responsibilities and individual accountability and
- ◆ Measurement and evaluation

To understand the impact of diversity in the organizations, A diversity model called “Layers of Diversity” has been created. This model is used as a reflective tool to develop our understanding. It includes:

1. **Personality:** This includes an individual's likes and dislikes, values, and beliefs. Personality is shaped early in life and is both influenced by, and influences, the other three layers throughout one's lifetime and career choices.

2. **Internal dimensions:** These include aspects of diversity over one has no control

(though “physical ability” can change over time due to choices we make to be active or not, or in cases of illness or accidents). It is the layer in which many divisions between and among people exists and which forms the core of many diversity efforts. These dimensions include the protected characteristics such as Gender, Sexual Orientation, Race, Ethnicity and Physical Ability.

3. External dimensions: These include aspects of one’s lives over which the person has some control, which might change over time, and which usually form the basis for decisions on careers and work styles.

4. Organizational dimensions: This layer concerns the aspects of culture found in a work setting. While much attention of diversity efforts is focused on the internal dimensions, issues of preferential treatment and opportunities for development or promotion are impacted by the aspects of this layer.

Hence, the ‘Diversity and Inclusive framework’ and ‘Four layers of Diversity model’ can help towards better understanding of the organizations and society. The framework focuses on establishing an organization which is reflective of its concerned diverse society with respect to its Gender, Age, Race, Religion, Caste, Disability, etc.

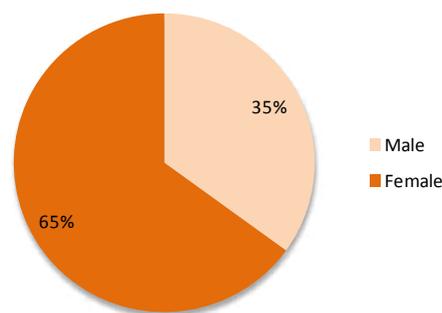
The diversity and inclusion framework results into formation of workforce, which is broadly reflective of the society. It identifies and addresses the barriers within organizational systems. An environment of inclusivity and respect for one another is created which understands the diverse needs of the society.

What is Equality Framework for Local Government?

The Equality framework is developed to establish the effective governance structure for the society. Its directs organization to identify and assess the challenges, difficulties and opportunities that arise for the individuals and society due to inter relation between their protective characteristics such as age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion/belief, sex, and sexual orientation.

Equality and Diversity are becoming more important in all aspects of our lives as we live in an increasingly diverse society and need to be able to respond appropriately and sensitively to this diversity. Equality and diversity around gender, race and ethnicity, disability, religion, sexuality, class and age leads to a better performance from the

Gender Diversity in NMC



workforce. In terms of Local governance, the equality and diversity framework is a step ahead to better understanding of the Equality within the various departments of the local bodies.

The main objectives of Equality framework is to identify and eradicate the unlawful discrimination and provide equal opportunities for the people; to identify, assess and sensitize the roles and responsibilities, between and within the stakeholders of the system and thus improve the performance of services for the people.

The equality framework identifies the key performance areas, which are expected to improve the quality of services by making sure they are suitable and accessible to everyone. It could also identify any possible discrimination which may exist and means of overcoming it. It develops a better understanding of our community, targets resources efficiently and promotes equal opportunities and good relations.

The equality and diversity framework directs the organization to work towards providing equal rights and opportunities for the society. Though the objectives of both the frameworks are different but the motto

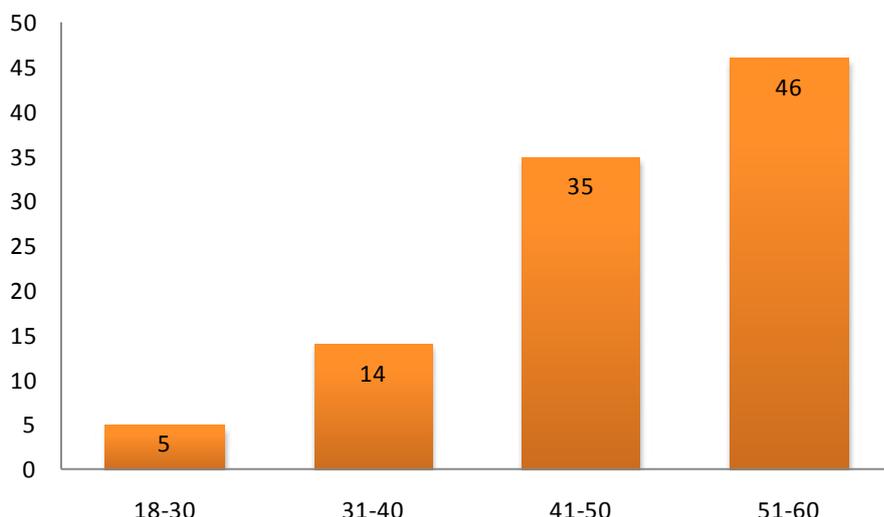
remains the same. Both frameworks identify and address the society’s issues, challenges and opportunities in different perspective but with the same intent and cause.

Equality Framework for Local Government focuses on the entire governing structure of the city. It broadly focuses on the strategies, stages and procedure which need to be adopted for achieving a transparent and indiscriminative working culture within communities and respective, concerned governing bodies. The framework identifies the five performance areas for the same. It comprises of: Knowing your communities; Leadership, partnership and organizational commitment; involving your communities; Responsive services and customer care and a skilled and committed workforce.

On broader terms, out of the first three performance areas the first identifies individual community issues, challenges and opportunities, the second focuses on capacity building within and between the communities and governing body, while the third one focus on promoting the public participation in the governing system. The forth performance area is focuses on eliminating problems before they have a chance to appear whereas the fifth performance area ensures that the framework must reflect the communities aspirations in their role as an employer as well as in their role as a service provider. It is the forth and the fifth performance areas which draws the line of similarity between the Equality Framework of Local Government and Diversity and Inclusion Framework.

The implication of these frameworks will be integrated into self-assessment and the continuous quality improvement cycle. It will help to drive forward continuous improvement in equality and deliver the culture change necessary to mainstream

Age Composition in NMC



Upcoming Events

- ◆ First meeting of Diversity Committee is expected to be held in the second week of May 2017.
- ◆ Formulation of Training policy and Training modules for capacity building programme
- ◆ Formulation of HR policy for Nagpur Municipal Corporation
- ◆ Preparation and finalisation of Term of Reference with the members of the Diversity Committee
- ◆ Initiation of 10 training workshops on theme identified under TNA, after the formulation of training policy for 300 municipal officials.

equality and inclusion in all policy and practice. Most importantly it recognizes the fact that we all have a role to play in challenging and eradicating, discrimination and harassment, dismantling attitudinal and cultural barriers and actively work towards creating a good responsible and equal society.

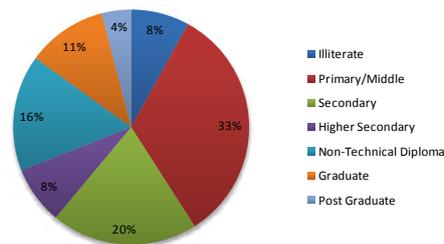
Diversity in Nagpur Municipal Corporation

Nagpur Municipal Corporation (NMC), according to records of 2016 has 8401 employees working across 23 departments against the requirement of 10988 employees. For scrutinizing the existing status of diversity in NMC, a database of 8401 NMC employees has been prepared. This database is based on indicators such as: Gender, Age, Education Level, Religion and Caste Category.

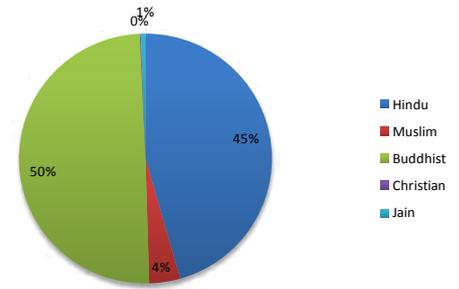
The NMC records identify the working of 8401 employees, out of which 65 percent of the employees are male and 35 percent of the employees are female. In case of Diversity with respect to Age, the employees are classified into four different age groups: (18-30), (31-40), (41-50) and (51-60) in year. It can be observed that majority of the working employees are in (41-50) years and (51-60) year of age group, together constituting about 81 percent of the overall employees. The estimates clearly indicate the presence of lesser proportion of young employees which is 19 percent in NMC departments.

In context of level of education attain

Educational Diversity in NMC



Religious diversity in NMC



by NMC employees, the level of education categories are classified in to seven different categories: A) Illiterate B) Primary and Middle C) Secondary D) Higher Secondary E) Technical/Non-Technical Diploma F) Graduate and G) Post Graduate. Most of the NMC employees are literate. The figures state that 33 percent of the NMC employees have attained the level of education till primary/middle class, 20 percent till secondary class and 8 percent till Higher Secondary Class. In addition, 16 percent of the employees have attained Technical/ Non-Technical Diploma degree, 11 percent of the NMC employees have attained Graduation level and 4 percent have attained post graduation level of graduation. As per the records, 28 percent of the employees working in NMC are educated till secondary or Higher Secondary while 12 percent is till Graduation or Post Graduation.

In case of Diversity with respect to religion, 45.54 percent of the NMC employees are Hindus, 3.99 percent are Muslims and 49.74 percent are Buddhist. The rest 0.60 percent of the NMC employees are Jain while 0.13 percent as Christian. The records clearly show the maximum existence of employees as Buddhist which is 49.74 percent followed by Hindus as 45.54 percent. Together, Buddhist and Hindus constitutes around 95 percent of the overall working employees in NMC. Out of the rest 5 percent, round 4 percent are Muslims while 1 percent is Christians or Jains.

PARTNERS



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