Smart City
MISSION TRANSFORM-NATION

Ministry of Housing and Urban Affairs
Government of India

DAY-NULM
Deendayal Antyodaya Yojana-National Urban Livelihoods Mission

The UrbanCARE Program

Catalyzing **A**ction & **R**esources for **E**mpowerment of urban poor caregivers & children

UrbanCARE program

Jeenal Sawla | 07th June 2024 | NIUA-GIZ

Women-led development to play a significant role for Viksit Bharat

NULM is creating livelihood opportunities for urban poor women

City Level Federation (CLF)
1,179

Area Level Federation (ALF)
27,984

(Have sub-committees that focus on education, loans and WASH, etc)

Self Help Group (SHG)
9.07 lakh

Urban poor under SHG fold: 91.65 lakh
Women members : 81.35 lakh
Men members: 10.40 lakh

Urban Community Structure

(Women groups and/ or male groups of vulnerable occupations)

Operations of Public Toilets

Waste to wealth

FSTPs

Door to door waste collection

O&M of Material Recovery Facility

O&M of Micro Composting Centre

SCM is building physical amenities benefitting urban poor women & children

367 Parks

2500+ Kms Safe Streets

15+ Skilling Centers

1600+ Anganwadis

100 ICCCs

76,000 Public Cameras

3,000 Public Address Systems

1,850+ Emergency Call Boxes

Skilling Centers

Parks & Parklets

Safe Streets

Lactation Pods

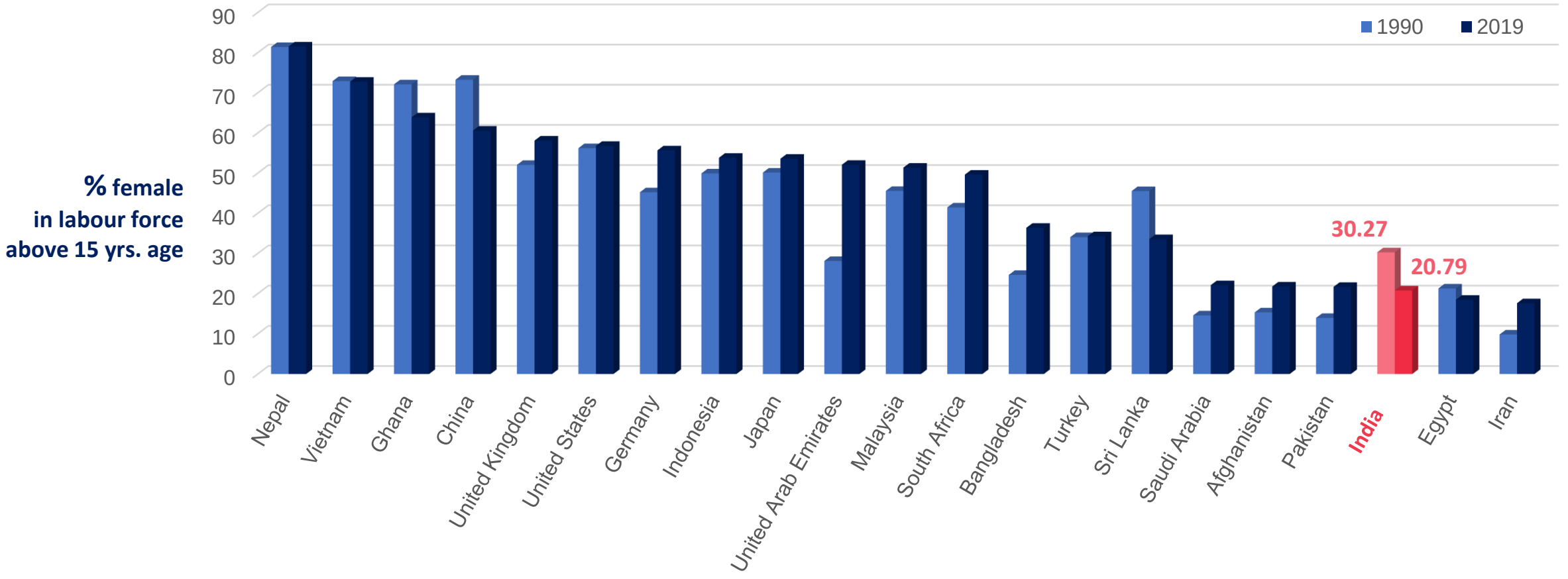
Anganwadis & PHCs

ICCC for Safety

But..

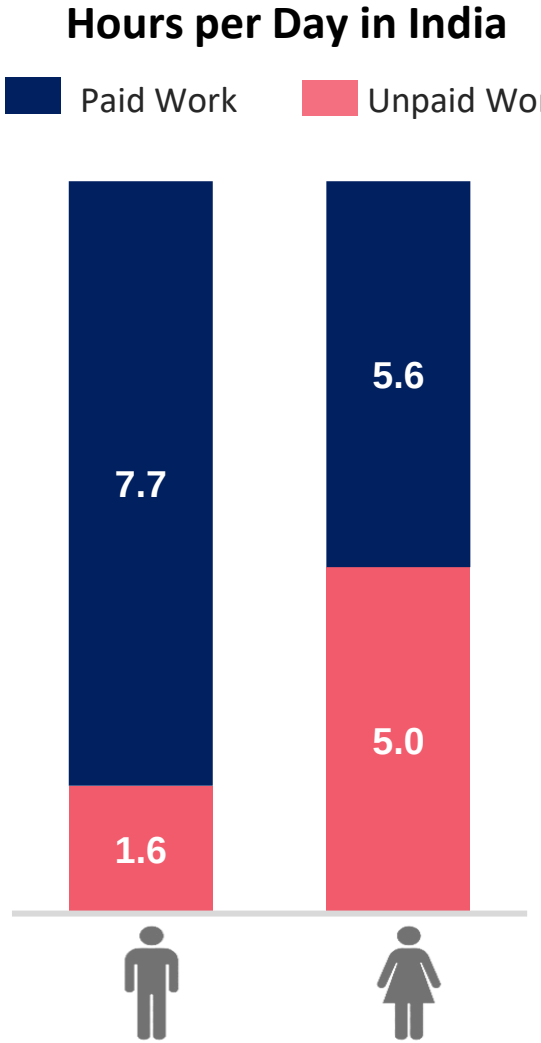
Urban economy & workforce in Indian cities – WHERE ARE THE WOMEN?

India's Female Labour Force Participation Rate (FLFPR) is one of the lowest in the world,
ranking 165 among the 176 countries for which data is recorded by the World Bank

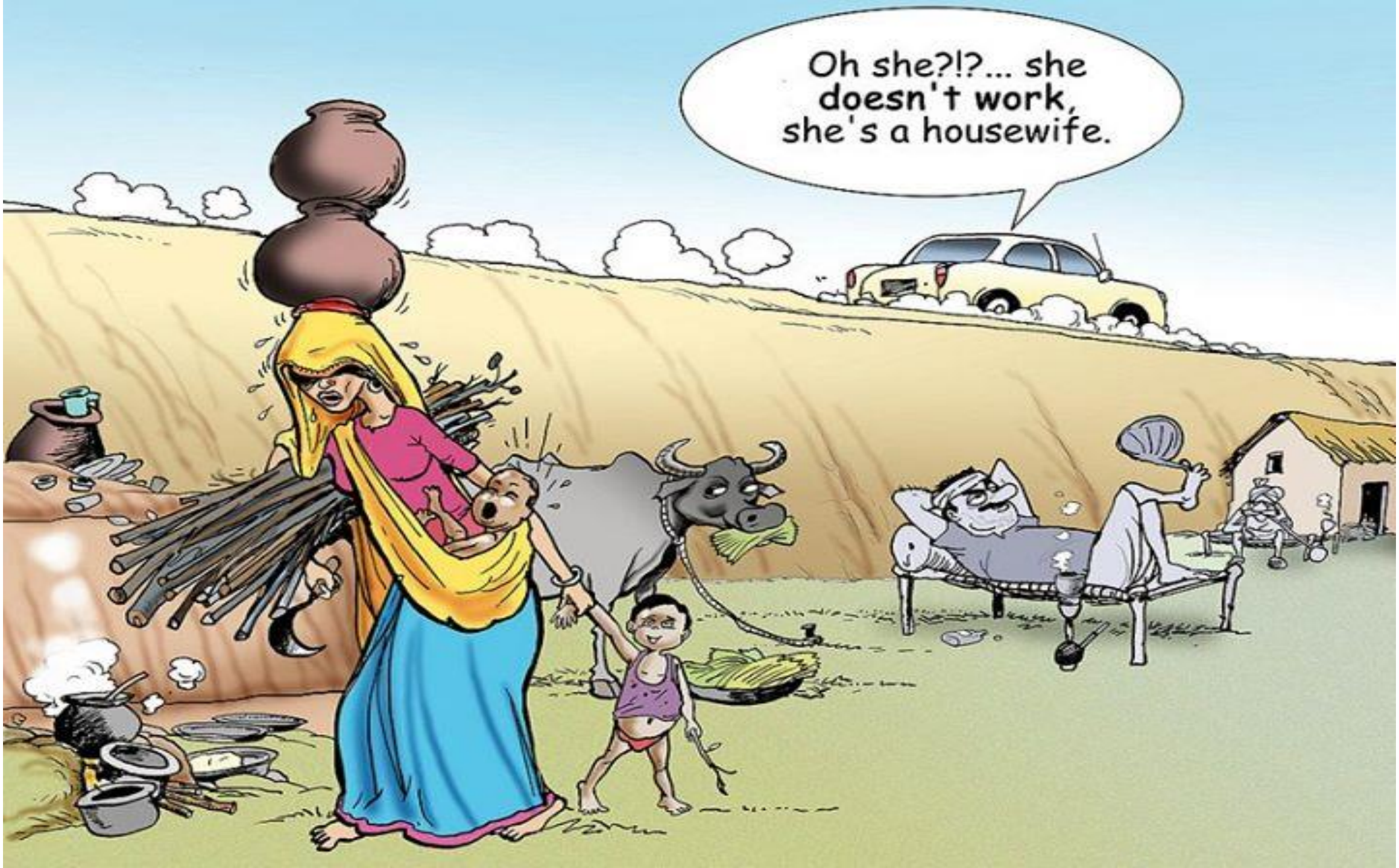


**As per ILO's, LFPR is a measure of the proportion of a country's working-age population that engages actively in the labour market, either by working or looking for work*

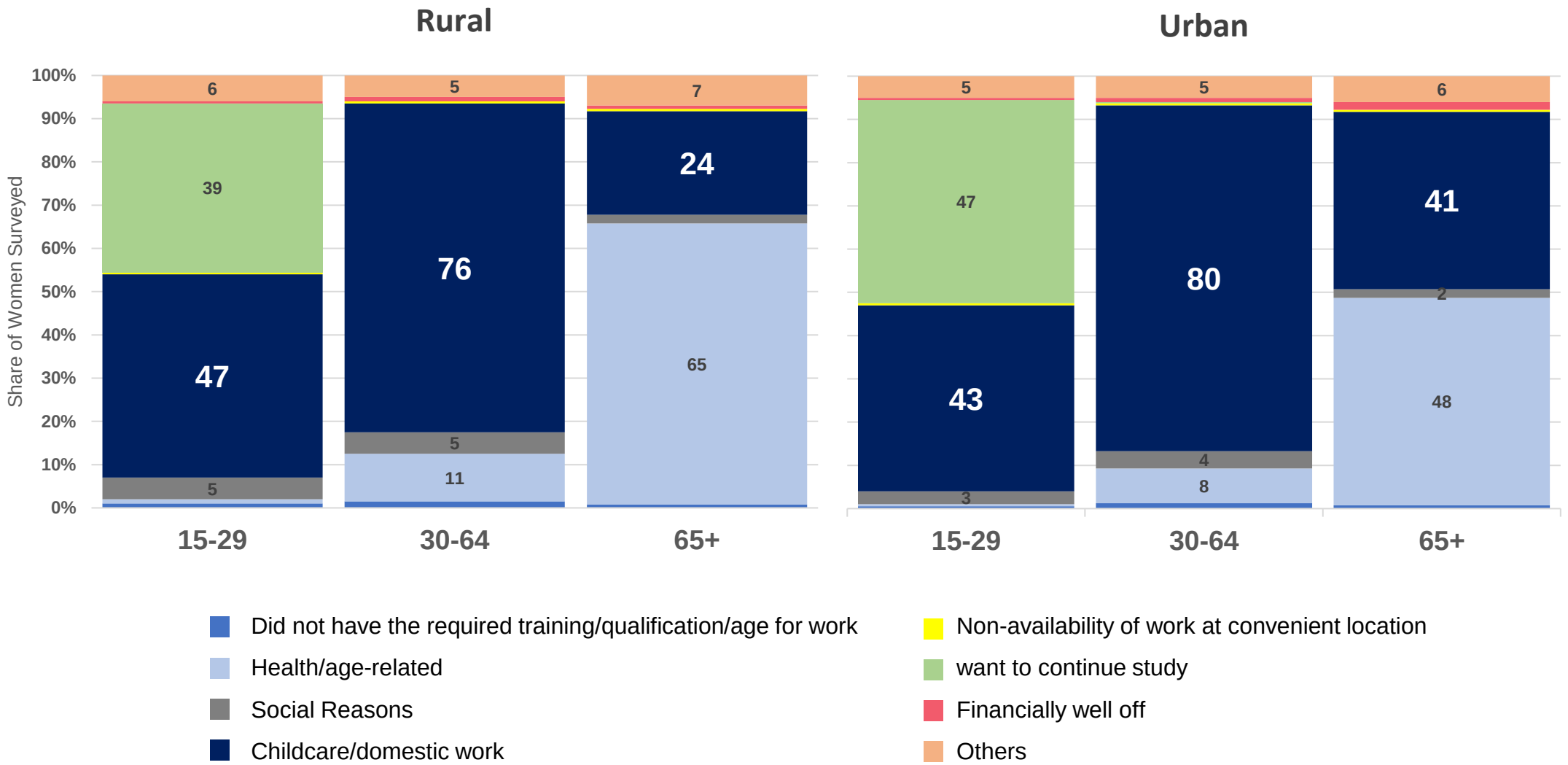
..looking after domestic work, children, elderly & sick – UNPAID CARE WORK



Source: Time use in India 2019, National Statistical Office


Oh she?!?... she doesn't work, she's a housewife.

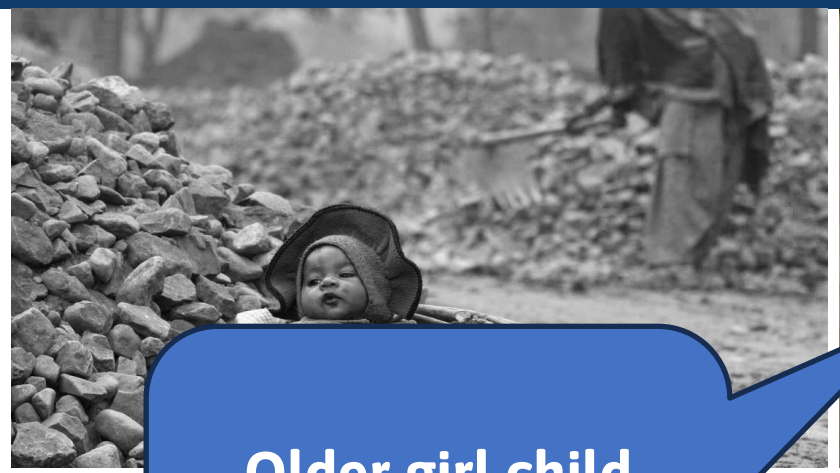
Indian Women's Reasons for NOT Joining Labour Force – CARE WORK



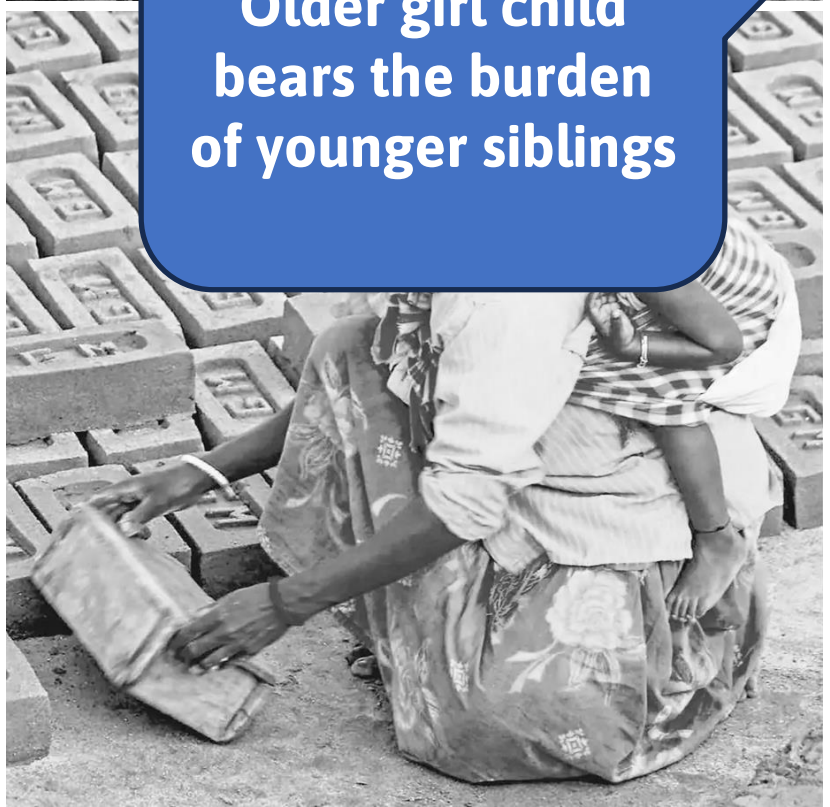
Source: A Statistical Portrait of the Indian Female Labor Force by ADBI & ICRIER using Periodic Labour Force Data 2021-22

Women have to bring children to hazardous workplaces – CHILDCARE NEED

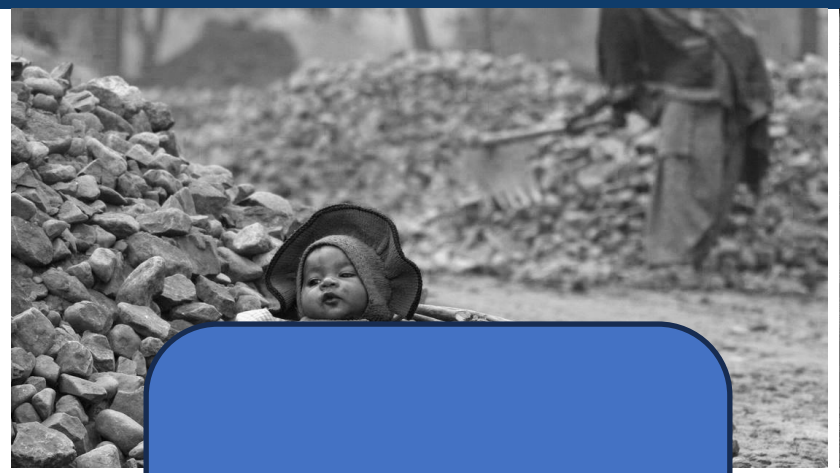
Older girl child bears the burden of younger siblings – SCHOOL DROP-OUTS



Older girl child bears the burden of younger siblings



Pathway for – CHILD LABOUR



Kids start helping out at an early age

For women in SHGs to be economically productive, they need quality, affordable, and accessible care services & infra

Care landscape in urban India – PUBLIC, PRIVATE, CIVIL SOCIETY

1 **Public programmes and policies exist, but focus is largely on RURAL INDIA**

- Creches at MGNREGA work sites
- Provision for 5% of Anganwadi centers to be converted to creches
- Maternity Benefits Act
- National Creche Scheme/Palna Scheme

2 **Private sector led care services are growing in urban areas, but DO NOT cater to urban poor yet**

- Most cater to middle and higher income households
- Urban poor are willing to pay, but business models need innovation

3 **NGOs are trying to fill the gap for urban poor, but are not supported adequately to SCALE**

- Community-based model (women from low-income communities provide child/elderly care services to others in same community)
- Social franchisee model (privately funded, civil society operated child/elerly care services)

The UrbanCARE Program

Objective: To strengthen care infrastructure and services for urban poor to improve their access to livelihood opportunities and to create enabling environments for young children and caregivers to thrive.

Three focus areas: PROGRAM COMPONENTS

1 CARE Clusters

Co-location or proximity of physical care infrastructure and services in urban poor areas

1.1 Co-location Model

1.2 Proximity Model

2 CARE Workforce

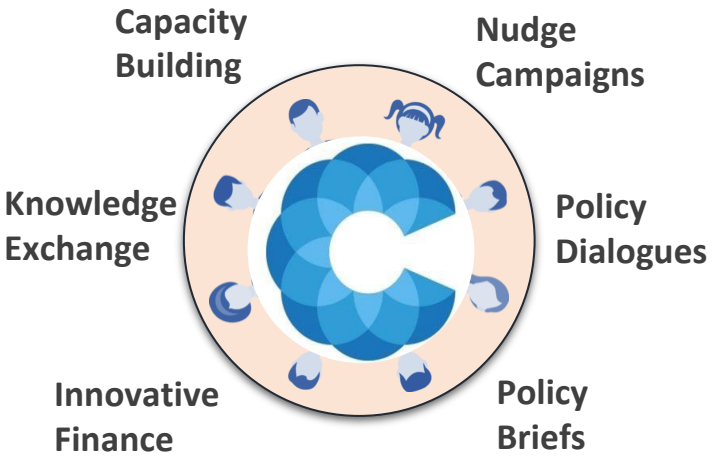
Creating skilling, employment and business opportunities in (child) care economy, especially targeting urban poor women and SHGs

2.1 Skilling & Job Linkages in Care Sectors

2.2 Care Service Business Models

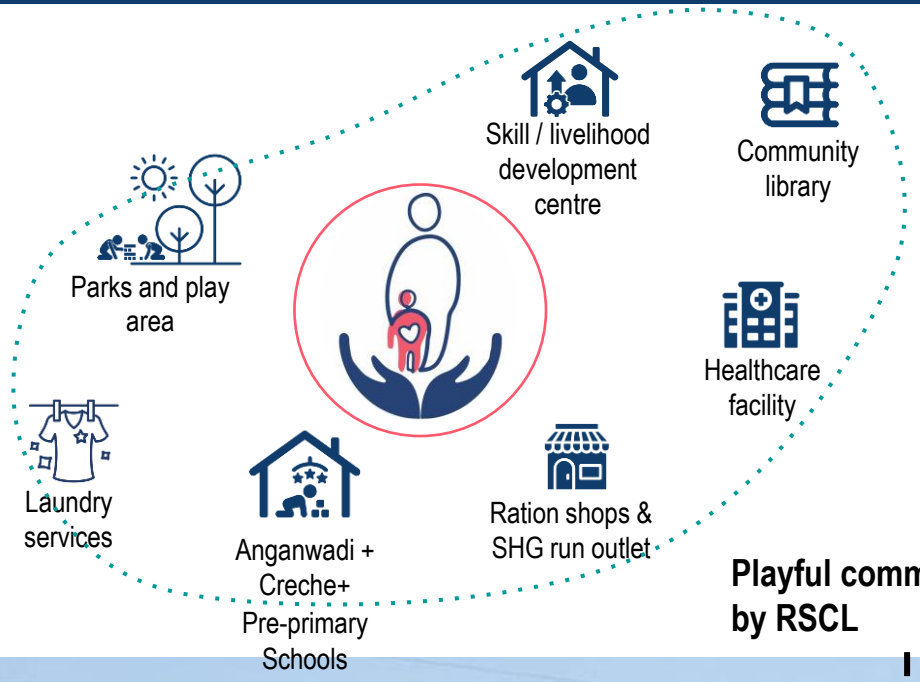
3 CARE Coalition

Enhancing awareness of the ecosystem on the care economy with the objective to attract greater investment by the public and private sectors



Graphics: MoHUA, WRI & UNDP

1.1 CARE Clusters: CO-LOCATION of care infra & services in urban poor areas

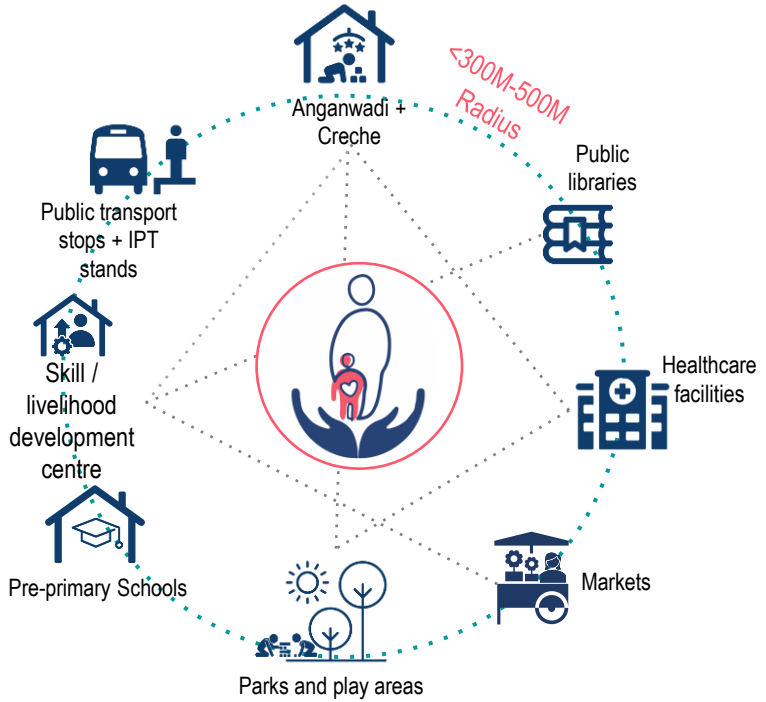


Developed cluster at Rooptola Slum in Rourkela is a fine example of co-locating Early Childhood facilities

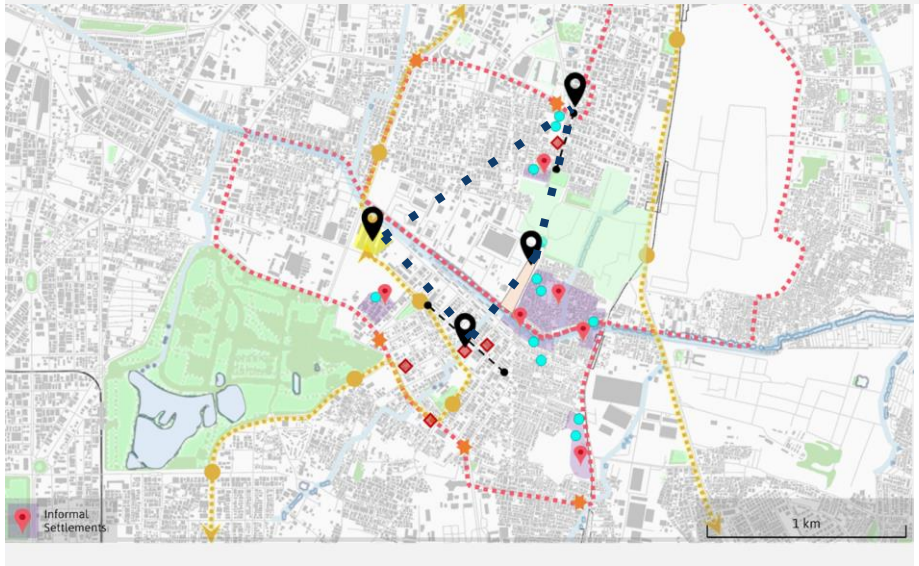
Image showing Ruputola Slum, Rourkela

Source: Nurturing Neighbourhoods Challenge

1.2 CARE Clusters: PROXIMITY of care infra & services near urban poor areas



Shanti Nagar, Bangalore is an example of neighbourhood with developed ECD facilities within walkable distances



Legend:

- Neighbourhood Extent
- Primary Healthcare Centre/Maternity Home
- Anganwadi
- Waterbody
- Park/Garden
- Safety Risk Segment
- Transit Hub
- Major Transit Corridor
- Accident Prone Zone

Akkithemenahalli anganwadi

Development of adequate waiting and play space at BBMP Maternity home

Doorstep play space at Puttani park – KSRTC colony

Source: Nurturing Neighbourhoods Challenge

2. CARE Workforce: SKILLING, EMPLOYMENT and ENTREPRENEURSHIP

Training & Certification Framework

Trained & Certified Care Workforce

Employment

Facilitating linkages with Jobs in care sectors

Entrepreneurship

Piloting affordable high-quality care service business models

Potential Models

Community-based models
Existing child/elder care models such as those run by Mobile Creches and SEWA

Women-run care service enterprises
Home-based childcare service models or carepreneur models

Workplace model
Childcare centres in industrial areas in partnership with industry associations

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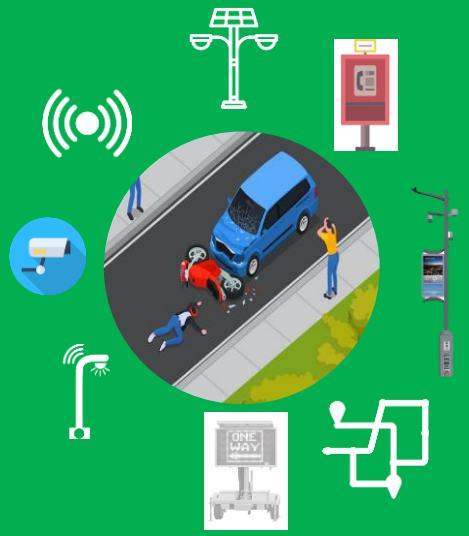
ICCCs Improving Safety & Security

70+ smart cities use ICCCs for preventing, detecting and solving crime - thus enabling safety in cities, that women and girls also benefit from

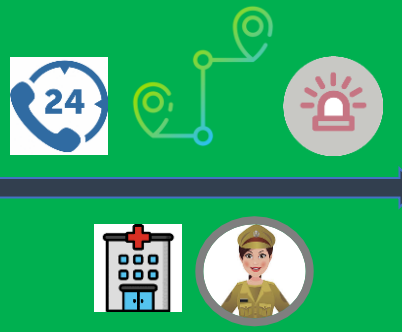
The Integrated Command and Control Centres (ICCCs) leverage real-time data through a network of field devices for immediate decision and response.



Accident captured by activated field devices

Information transferred using network infrastructure

Data analysed and coordinated response initiated at the ICCC



Real-time Actions:

- Ambulance and Police sent on site
- Nearest Hospital with bed availibility identified
- Green Corridor activated and traffic rerouted

Citizens receive timely response

Enhancing Women Safety through CCTV Surveillance & Panic Buttons

होम › उत्तर प्रदेश › आगरा | लखनऊ | वाराणसी | गोरखपुर | मेरठ | कानपुर | More •••

Hindi News › Uttar Pradesh › Agra News › Police Reached The Robbers With CCTV Footage Two Arres

Agra: सीसीटीवी फुटेज से लुटेरों तक पहुंची पुलिस, दो गिरफ्तार

अमर उजाला ब्यूरो, आगरा Published by: धीरेन्द्र सिंह Updated Sat, 24 Dec 2022 02:13 PM IST

सार आगरा

पर्स में एक माबाइल और 40 हजार रुपये रखे थे। पुलिस ने मुकदमा दर्ज किया। बदमाशों की गिरफ्तारी के लिए टीम गठित की गई। सीसीटीवी फुटेज देखे गए।

लुटेरे (सांकेतिक फोटो) - फोटो : अमर उजाला

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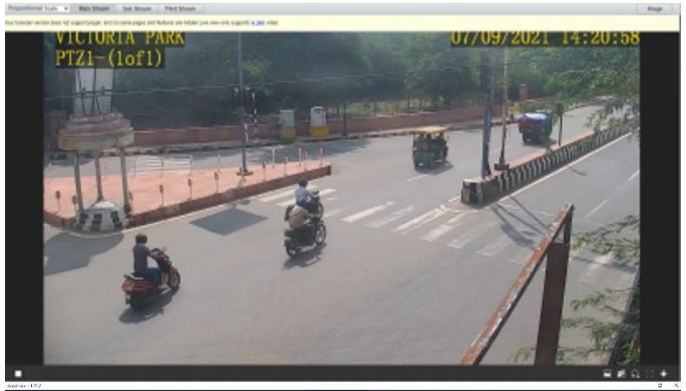
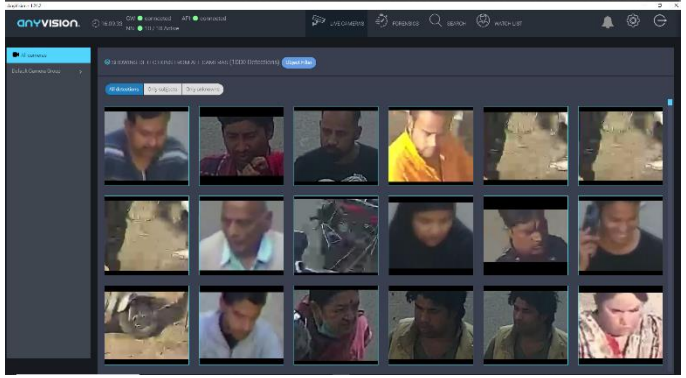
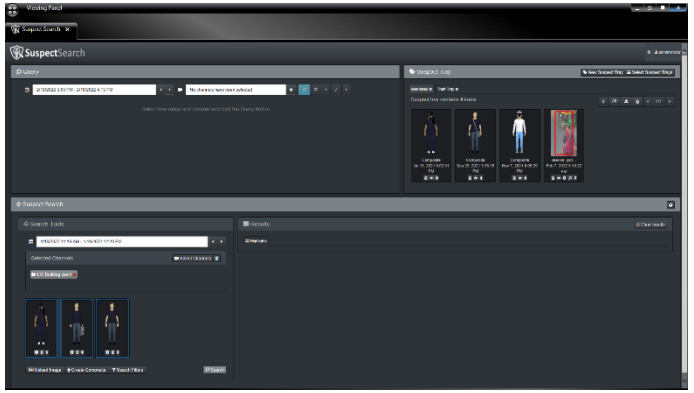
आगरा के चर्च रोड पर महिला से पर्स लुटने वाले बदमाशों तक पुलिस सीसीटीवी कैमरों के फुटेज की मदद से पहुंच गई। पुलिस ने दो को पकड़ लिया। लूट का मोबाइल भी बरामद कर लिया। वह मोबाइल को अनलॉक नहीं कर पाए थे। इसके लिए एक दुकानदार की मदद ले जाने वाले थे। इससे पहले ही पकड़ लिए गए।

20 दिसंबर की है घटना

डीसीपी सिटी विकास कुमार ने बताया कि मोती कटरा निवासी दीपिका अग्रवाल के साथ वारदात हुई थी। वह 20 दिसंबर को चर्च रोड पर खरीदारी करने आई थीं। शोरूम के सामने बाइक सवार बदमाश आए। उनका पर्स लूटकर ले गए। पर्स में एक माबाइल और 40 हजार रुपये रखे थे। पुलिस ने मुकदमा दर्ज किया। बदमाशों की गिरफ्तारी के लिए टीम गठित की गई। सीसीटीवी फुटेज देखे गए।







Two robbers were arrested for snatching a purse of a lady at church road, Agra

A snatching incident happened at Church road and the robbers were identified after watching the CCTV footage which helps police to crack the case.

Emergency call boxes and panic buttons have been installed at 43 junctions helping women in case of eve teasing and harassment.

Kidnapping Case solved by CCTV Surveillance & ITMS

Use Case | FIR No. 209/22 PS Para : 23 Days Old Child Kidnapping Case

Identified Bike.

Bike tracked by ANPR system.

Through CCTV Camera Identified Kidnaper with child.

Safely returning the Child to the Mother by the Police team of Para police station.

Solving kidnap case in Lucknow

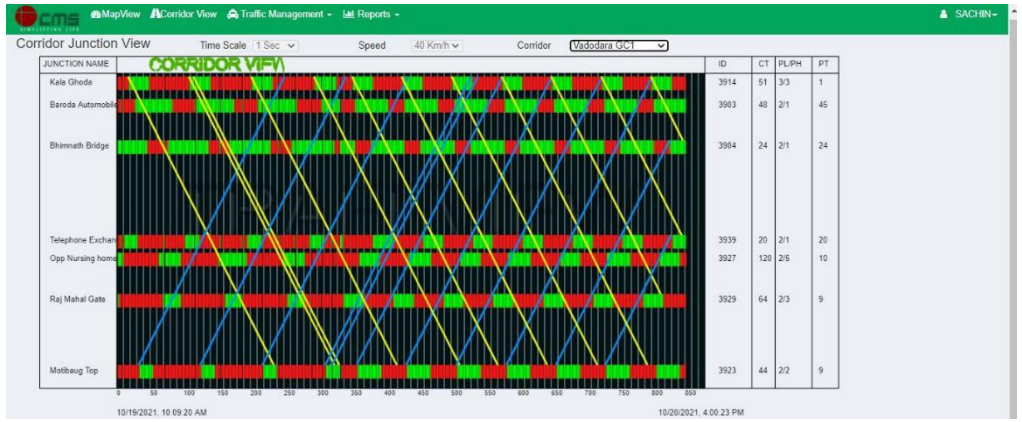
A woman's 23-day-old child was kidnapped by a lady and her partner. After 13 days with the help of ITMS and police, the child was safely recovered and handed over to his mother.

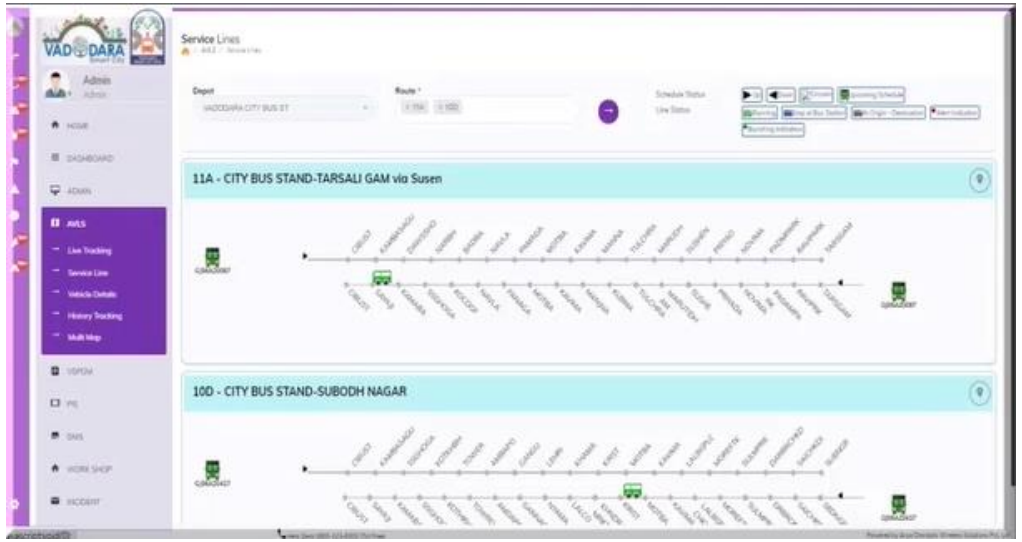
Nirbhaya App linked with ICCC for rapid response

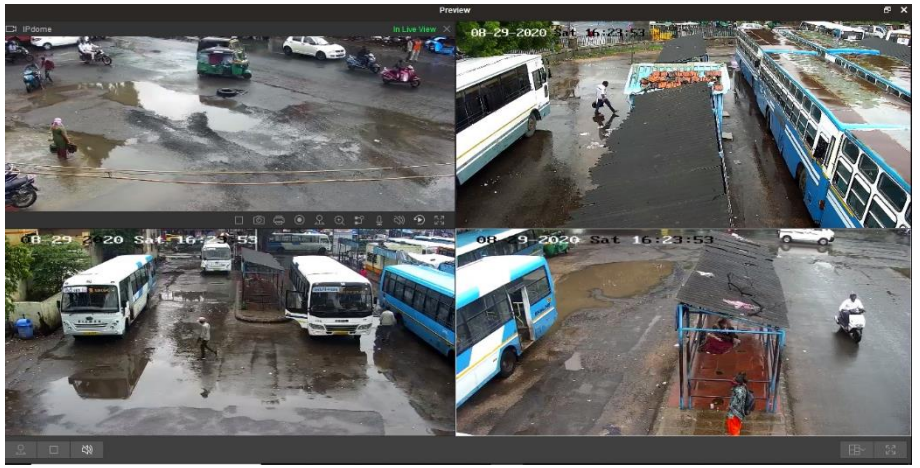
Keeping women safe in Sagar

The app helps send a notice to the police department along with front and back camera images get captured automatically when triggered for response

Vadodara : 130 KM of Green Corridor from Vadodara to Ahmedabad







Organs sent on green corridor from Vadodara to Ahmedabad in just 85 minutes

Doctors at Vadodara's Sunshine Global hospital contacted the police on Friday, seeking help to ensure that the organs harvested from a donor could reach Ahmedabad in time.

Surat : 10,000+ complaints addressed proactively by CCTV feed monitoring

2500+ cameras installed in 100+ strategic locations

Feed used by SMC to monitor various municipal services and to identify civic issues like;

Road Sweeping, Night Scraping & Brushing, Cleaning through Road Sweeping Machines, Container Lifting, Road Repairing, Water Leakage / Drainage Overflow, Kachha-Pakka Encroachment, Damaged, Footpath / Divider, Road digging by electricity/gas / utility services, Disaster mitigation, activities to take care of road-side tree plantation and Illegal cutting of trees.

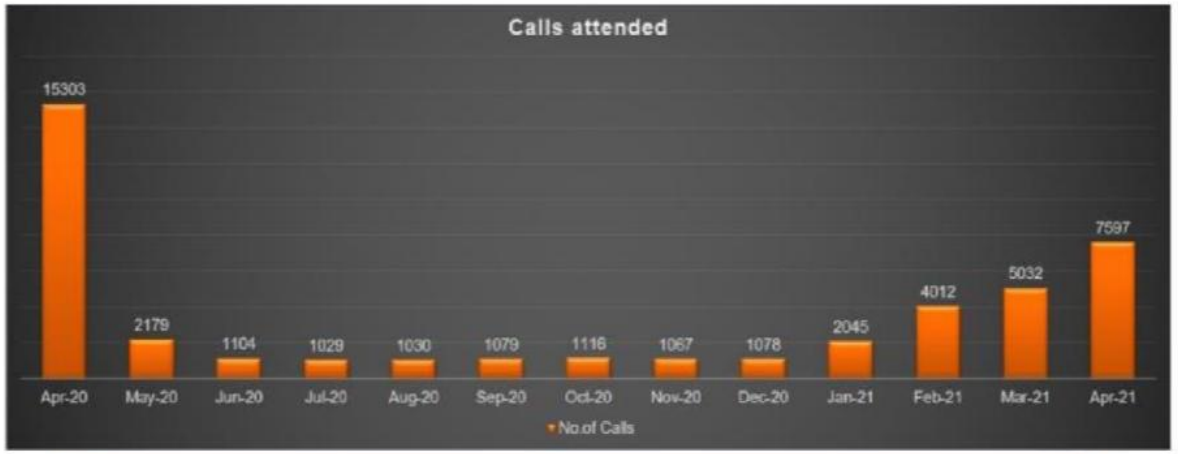
Ahmedabad: Enhanced traffic discipline & crime safety during big events

With 6000+ cameras across the city, 42 lakh E-Challans issued

have increased pedestrian safety in public spaces and given the city approximately Rs. 31 crores of revenue as fine in about 2 years.

92 junctions are made to be zero-tolerant for red light violations.

Raipur : Robust COVID-19 Response - Home Isolation & 24x7 Helpline



During the CoVid-19 time Calls Attended at ICCC for Medical Help, Sanitization, Food/Ration, etc.

75000+ citizens benefitted from the ICCC COVID helpline, Home Isolation application, and Remote monitoring.

Until 20th October 2021, 75421 patient requests for home isolation have been received out of which 75400 patients have completed their home isolation and 21 are currently in home isolation being monitored by doctors.

With the success of the home isolation app, team RSCL had received instructions from the state health department to extend the app to the other districts of the state.

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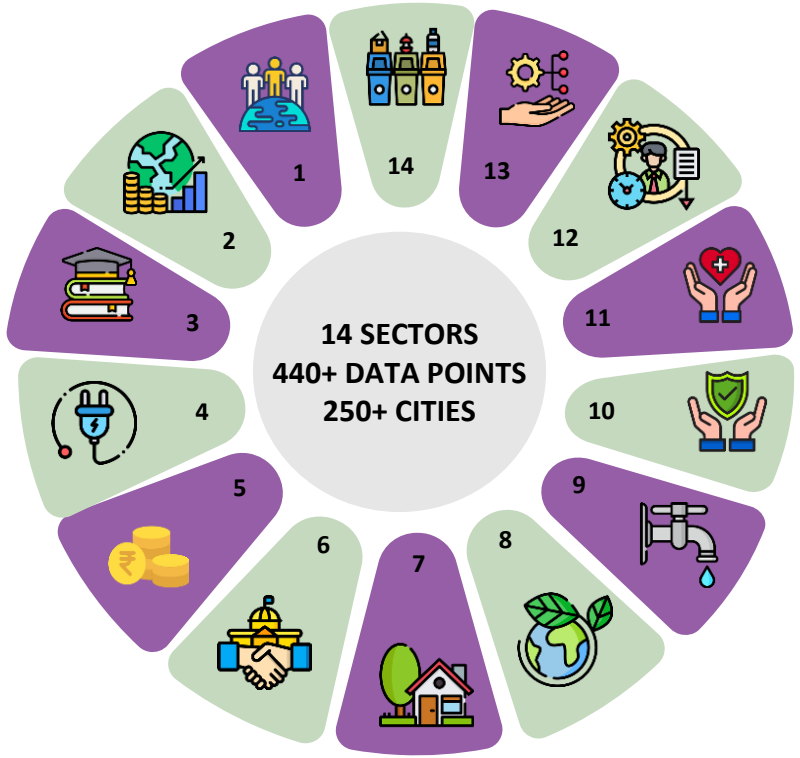
Mainstreaming Gender Data

Here, we do collect disaggregated data on gender. Example:

- **No of women working in the ULB**
- **% of elected women officials in the ULB**
- **Total no of crimes recorded (FIRs) against women in ULB**
- **Total no of working women hostels in city operated by ULB**
- **Citizen Perception Survey: How would you rate the presence of women in your workplace?**



1. Demography 2. Economy 3. Education 4.Energy 5. Finance 6. Governance & ICT 7. Housing 8. Environment 9. WASH 10. Safety & Security 11. Health 12. Mobility 13. Planning Preparedness & regulation 14. Solid Waste Management

440+ Data Point for 250+ Cities on AMPLIFI – India's Urban Data Bank

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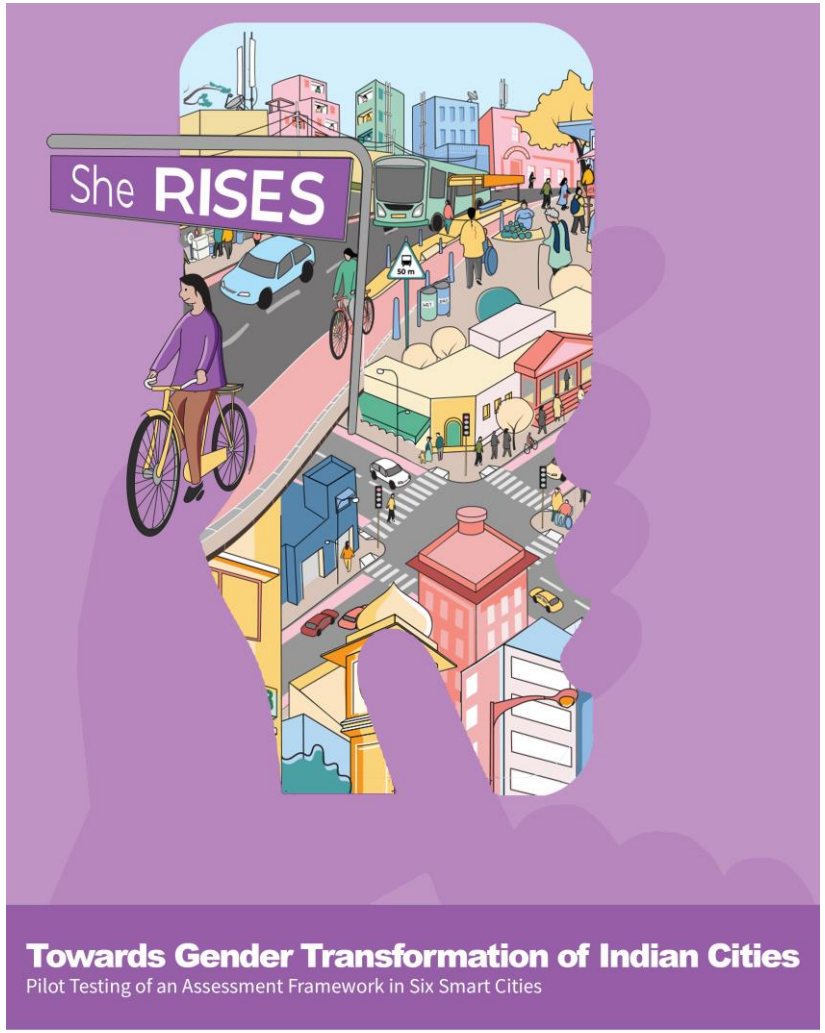

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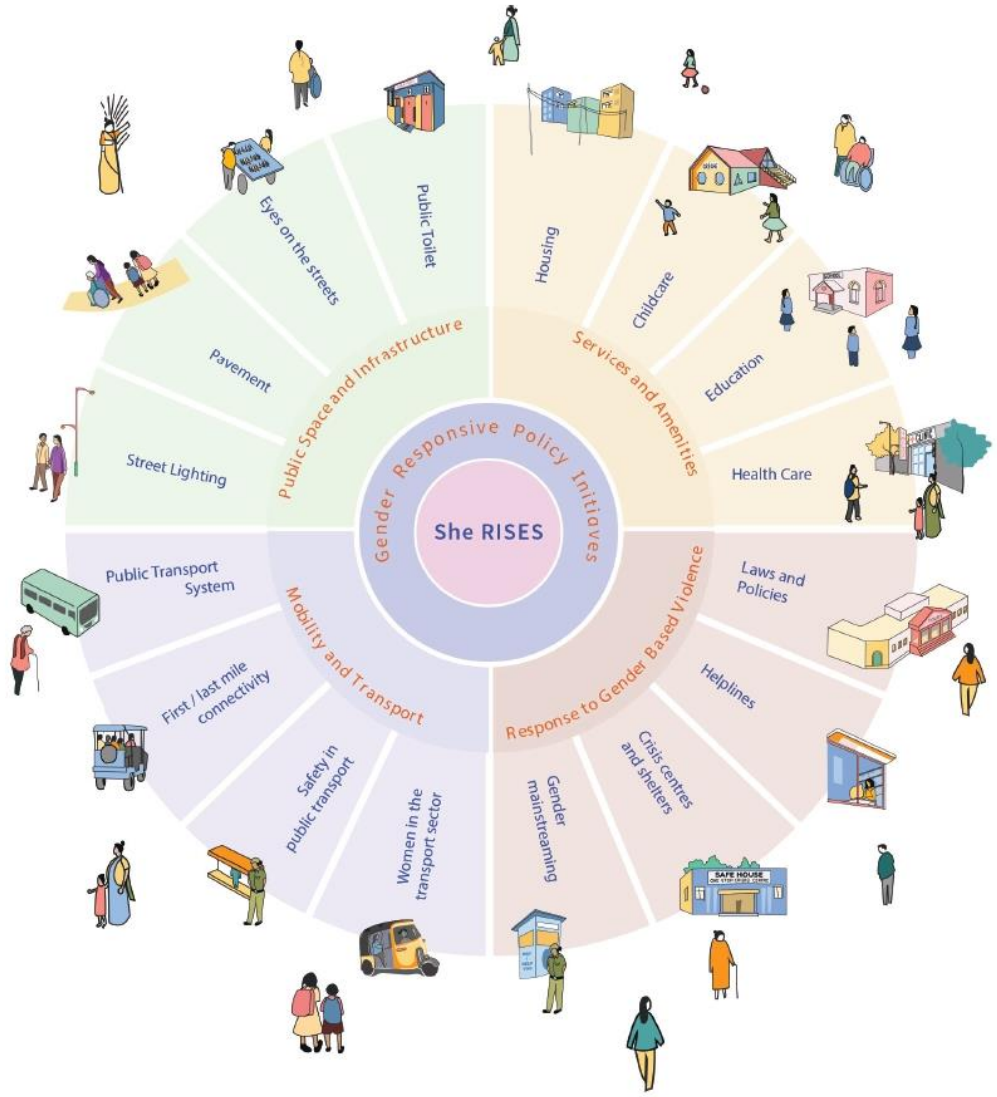


Figure 1: She RISES Framework

Pillar-wise Data from Cities

1. Gender Responsive Policy Initiatives

Assessment framework indicators align with the SDG goals 5, 6, 11 and 13

01 Are there special initiatives for women in government policies and programmes?

BENGALURU	J ABALPUR	KAKINADA	KOCHI	KOHIMA	WARANGAL
Yes Under 'Project Rashmi', a space is created at the Police Headquarters in Bengaluru for female staff to socialise and rest, especially during menstruation or for lactation.[1] A day care centre for young children and toddlers is developed inside a government office (MS Building) building to support working parents.[1]	**Yes** (Provision of lactation booth at ISBT waiting area; at children vaccination centre at Manmohan Nagar; at Nutrition Rehabilitation Centre. Lighting up dark spots with LED lights. Weekly programme for women entrepreneurs called Udyogini)	**Yes** Upgradation of 50+ primary and secondary schools to improve enrollment of girl child.[1] Inclusion of dedicated open gyms for women in large city parks.[1]	**Yes** Under the Cochin Corporation's 'Cycle With Kochi' programme, the Bicycle Mayor of Kochi trained nearly 200 women from Kudumbashree units to bicycle to promote green commuting.[2] Developed a 100m long linear park in a neighbourhood street for young children and caregivers' recreational needs near their homes.[1]	**Yes** Transformed a roadside garbage dump into a green, community-funded micropark and adapted a schoolyard into a multipurpose public space for young children and caregivers.[3]	**Yes** Improved play spaces in an anganwadi and provided safer access to it by enhancing pedestrian infrastructure along streets and junctions in the area.[3]

Note: Responses are limited to initiatives under SCM, however, in future assessment cycles the pillar will be applied across all government initiatives applicable at the local level.

02 Are there provisions for inputs from gender experts on programmes and initiatives?

No provision	**No provision**	**Yes** (details not reported)	**No provision**	**Yes** (city reaches out to women organisations for their inputs on projects)	**No provision**

03 Does your city undertake a gender budgeting exercise?

No	**No**	**No**	**Yes** (State government has earmarked 21.2% for gender-specific schemes. Additionally, the city government has set aside funds for women entrepreneurs, women's hostels and fitness centres)	**No**	**No**

04 Are there provisions to address the impact of climate change on women?

No provision	**No provision**	**Yes** (details not reported)	**No provision** (city has a climate action plan but no provisions for women)	**No provision** (currently under consideration)	**No provision**

Pillar-wise Data from Cities

2. Public Spaces and Infrastructure

Assessment framework indicators align with the SDG goals 5, 8 and 11

	BENGALURU	J ABALPUR	KAKINADA	KOCHI	KOHIMA	WARANGAL
08	**Percentage of streets with streetlights**					
	Data not reported	**Above 80%** (1850 kms of road length in ULB have streetlights)	**Data not reported in percentage** (746 kms of road length in ULB have streetlights)	**Above 80%** (1115 kms of road length in ULB have streetlights)	**Data not available** (streets are extensively developed with streetlighting by the Power Dept., New Renewable Energy Dept. and under the Smart Cities Mission)	**Between 50-80%** (1600 kms of road length in ULB have streetlights)
09	**Percentage of streets with footpath**					
	Below 50% (3246 kms of road length have footpath)	**Below 50%** (43 kms of road length have footpath)	**Data not reported in percentage** (26.7 kms of road length have footpath)	**Above 80%** (335 kms of road length have footpath)	**Data not available**	**Below 50%** (23 kms of road length have footpath)
10	**Percentage of streets with a shopfront**					
	Data not reported	**Below 50%**	**Data not reported in percentage** (2 streets)	**Between 50-80%**	**Data not available**	**Below 50%**
11	**Percentage of public toilets with women section**					
	Data not reported in percentage ('Suvida Cabin' provided for Pourakarmikas includes changing room, toilets, storage shelves, nursing mother's room, drinking water, phone charging and first aid facility. One such cabin provided in Malleshwaram ward and another one planned in Jakkur ward)	**Between 50-80%**	**Data not reported in percentage** (2 toilets)	**Between 50-80%**	**Above 80%**	**Above 80%**
12	**Are there provision of lactation booths and diaper changing stations in public spaces?**					
	Yes Under 'Project Rashmi', a space is created at the Police Headquarters in Bengaluru for female staff to socialise and rest, especially during menstruation or for lactation.[1]	**Yes** (Lactation booth at ISBT waiting area, at Children vaccination centre at Manmohan Nagar, and at Nutrition Rehabilitation Centre)	**Yes** (one such centre. No further details reported)	**Yes** (feeding rooms are provided in metro stations. More such facilities are being developed in parks and public spaces)	**No provision** (city is focusing on children and caregivers centric development at the moment)	**No provision**
13	**Are there special provisions for women street vendors?**					
	Data not reported	**Yes** (funds provided to SHGs through NULM. No further details reported)	**No provision**	**No provision**	**Yes** (support provided especially through the DAY-NULM. No further details reported)	**No provision**

Pillar-wise Data from Cities

3. Mobility and Public Transport

	BENGALURU	J ABALPUR	KAKINADA	KOCHI	KOHIMA	WARANGAL
14	**Does your city collect gender-disaggregated data on public transport usage?**					
	Yes (data collected through daily and monthly passes in buses)	**No**	**No**	**No**	**No**	**No**
15	**Are there any special provisions for women in public transport?**					
	Yes (39% seats are reserved for women. Free bus ride for women to travel anywhere in the state)[5]	**Yes** (6 seats are reserved for women)	**Yes, in state-run buses** (seats are reserved in state-run buses. Fare consessions are given only to senior citizens travelling in state-run buses)	**Yes** (25% seats are reserved for women and additional 8% seats for senior women)	**No provision**	**Yes** (33% seats are reserved for women)
16	**Percentage of the city covered by buses**					
	100% coverage	**70% coverage**	**City bus service not available**	**Data not reported in percentage** (56 bus services in Ernakulam city)	**10% coverage**	**50% coverage**
17	**Are there provisions for addressing last mile connectivity?**					
	Yes (92 metro feeder services making 1649 trips)	**No**	**No**	**No**	**Under preparation**	**No**
18	**Percentage of bus stops with a built structure**					
	Data not reported	**Between 50-80%**	**Data not reported in percentage** (12-15 bus stops with shelter)	**Above 80%**	**Above 80%** (100%: all bus stops have shelter)	**Between 50-80%**
19	**Percentage of buses that display helpline numbers**					
	Above 80% (BMTC call centre/helpline number is displayed in all buses)	**Between 50-80%**	**No provision**	**Above 80%**	**No provision**	**Data not reported in percentage**

Additional information sourced online in support of cities' response:

(5) Free bus service for women

the

Annexure

ICCC: Digital infrastructure for citizens safety at public space

No. of Cameras:	63,782 in 92 Cities
No. of Emergency Call Box:	1,884 in 56 Cities
No. of Junctions covered through Adaptive Traffic Control System:	~2,000 in 62 Cities
No. of Public Address Systems:	3,000+ in 77 Cities
No. of Variable Message Displays:	2,285 in 77 Cities
No. of LED Streetlights:	22 lacs+ in 71 Cities
Traffic enforcement system – Cameras for red light violation:	7,200+ in 62 Cities
Traffic enforcement system – Junctions with Automatic Number Plate Recognition:	7,100+ in 67 Cities

Intelligent Traffic Management System, Agra

Scope of Work – WHAT WILL PRIORITY CITIES DO?

Step 1: COMMUNITY SELECTION

Select 1-2 urban poor communities for pilots

Criteria:

- ✓ *urban poor community (slums/housing societies)*
- ✓ *existing NULM SHGs*
- ✓ *demand for care services*

Step 2: CARE GAP ASSESSMENT

Consult & assess care gap by understanding care burdens faced and care services accessible

Care burdens:

- ✓ *Childcare*
- ✓ *Elderly care*
- ✓ *Domestic chores*

Step 3A: CARE CLUSTER DESIGNING

With technical experts, develop options for physical infrastructure & amenities to build

Care Clusters:

- ✓ *Co-location option*
- ✓ *Proximity option*

Step 3B: CARE SERVICE MODELLING

With technical experts, develop appropriate care service model to pilot

Optional models:

- ✓ *Community-based*
- ✓ *Home-based enterprises*

Step 4: CARE WORKFORCE SKILL TRAINING

Select interested women & men

Criteria:

- ✓ *Preferably part of SHGs*
- ✓ *No criminal background*
- ✓ *Working age*

Step 5: BUILD & OPERATIONALISE CARE CLUSTERS & SERVICES

Using convergence funds, and appropriate partners

Considerations:

- ✓ *CAPEX & OPEX*

Step 6: MONITOR, EVALUATE & LEARN

Through MoHUA & CARE Coalition

Criteria:

- ✓ *Enrollment*
- ✓ *Quality of service*
- ✓ Financial sustainability

Scope of Work – WHAT WILL STATES DO?

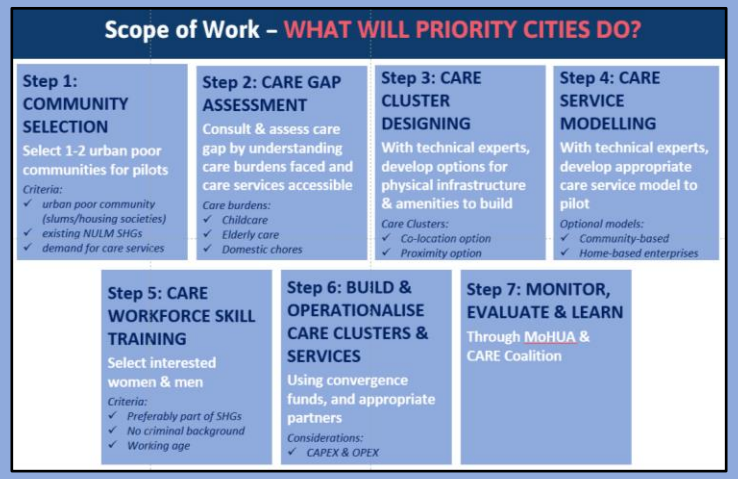
Step 1: CITIES' SELECTION

Select 2-5 cities for simultaneous pilots & scaling; with focus on 1

Criteria:

- ✓ ***urban poor community (slums/housing societies)***
- ✓ ***existing NULM SHGs***
- ✓ ***demand for care services***

Step 2: SUPPORT & MONITOR CITY WORK

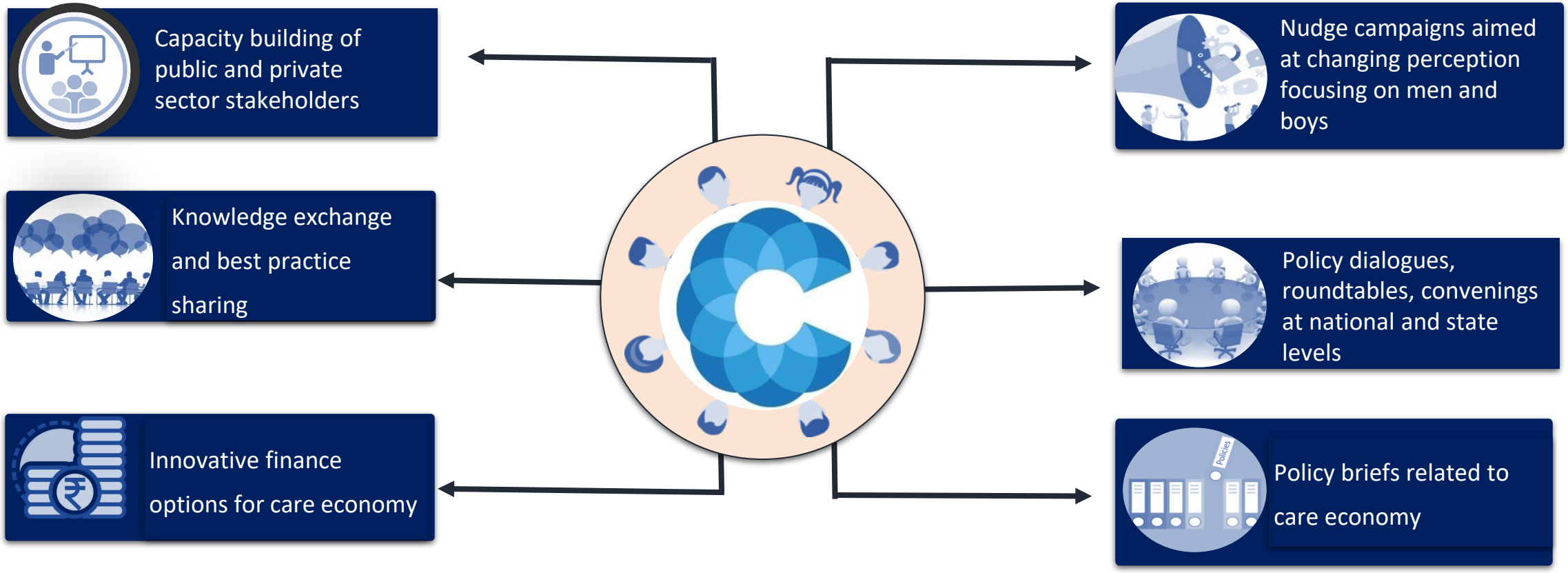


Step 3: INSTITUTIONALISE LEARNINGS

Incorporate in policies, programs, & budgets

3. CARE Coalition

Enhancing awareness of the ecosystem on the care economy with the objective to attract greater investment by the public and private sectors



- A network of **public & private cameras** at strategic connected to ICCCs provide live monitoring in cities, which **deter crime/misconduct and/or allow quick response**.

- **Emergency Call Boxes (ECBs)** installed in strategic locations allow citizens to **contact emergency services (police/medical)** via ICCCs and avail immediate assistance during crisis.

- **Public Announcement System (PAS) and Variable Messaging Displays (VMDs)** in public spaces connected to ICCCs assist in **delivering important information/awareness to public**.

- **Geospatial analysis of crime records** help prioritise areas in cities for focused efforts on deterrence and behaviour change.

- **Nirbhaya App, Dial 100**, etc are linked with ICCCs for emergency response in some cities.