





The Forgotten Bridge

Indore Journey Map Series 2018-2021

About This Series

Building Healthy Cities (BHC) is a USAID-funded learning project in four Smart Cites in Asia – Indore, India; Makassar, Indonesia; Da Nang, Vietnam; and Kathmandu, Nepal. BHC is testing how to successfully apply urban planning approaches that improve the social determinants of health in complex systems.

BHC uses exploratory data collection, multisectoral engagement, and citizen participation. This systems approach informs project activities and the prioritization of city-funded workplans. The combined impact should improve the lives of all residents in these three cities and reduce preventable mortality.

BHC is using several tools and processes to create coalitions and organize its approach in each city. One key process is systems mapping to illustrate the key dynamics (patterns underlying problems) and define key entry (or 'leverage') points to address social and environmental determinants of health. Another way that BHC is documenting citizen experiences in each city is through Journey Maps.

The Journey Maps apply 'design thinking' approaches, which are often used to tailor products to intended customers; citizens are like customers in that they pay taxes or fees to use city services. BHC has adapted this tool to document the experience (or 'journey') of citizens who are trying to overcome one service issue in each city, over time, updated on a quarterly basis. The specific topics were identified during the first year of activities in each city and fit within the larger context shown in the systems maps. BHC is using these Journey Maps to track citizen and city official perspectives, and to document change at the neighborhood level.

BHC is training people in each neighborhood to develop and use these Journey Maps and on grassroots advocacy techniques. By bringing the citizen experience directly to city planners, BHC hopes to better align municipal planning with community priorities such as safe water, clean air, hygiene, traffic safety, and other key components of healthy urban living.

Life of Project Journey Map Summary

BHC is concluding the Journey Maps in 2021. This process brought insights into day-to-day service availability for Indore residents, and created a regular dialogue with the community and city offices about the causes, consequences, and potential solutions to persistent urban health-related issues.

This 4-year map began with positive change when the city responded to citizen requests shared via this map to replace an unsafe bridge over an open drain that had resulted in multiple deaths. A temporary iron bridge was installed, and construction began on a permanent bridge. However, the final steps to finish the bridge were significantly delayed by the construction agency and then COVID-19. On a positive note, the current bridge is significantly safer than the original and allows many people at a time to safely cross the drain.















Indore Journey Map #1 - The Forgotten Bridge

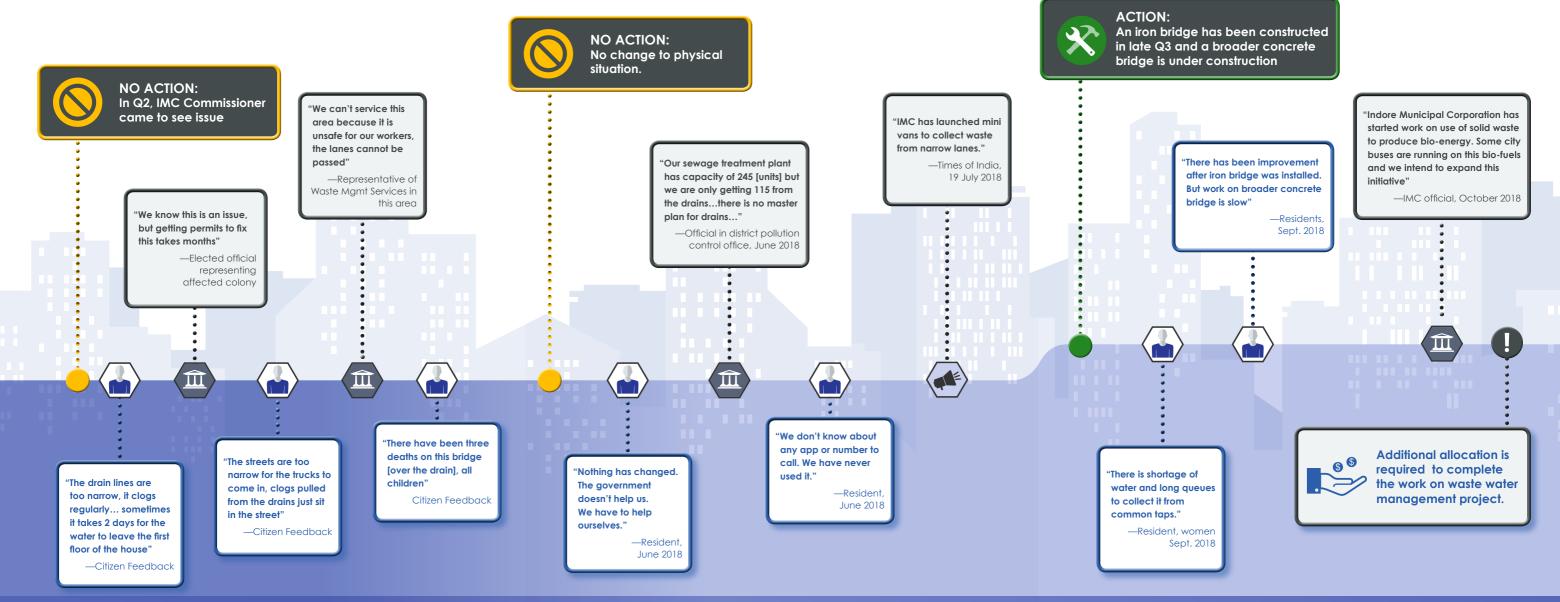
A major concern found during the 2018 baseline BHC Health Needs Assessment was that in some informal settlements there is poor drainage and infrastructure for storm and waste water. BHC has followed this issue in one neighborhood over time, but outside evidence suggest that open drains were a pervasive problem across informal Indore settlements (IMC, UN-Habitat, and WaterAid 2006). The neighborhood BHC is following is primarily informal housing stock within the Smart

City area-based development zone, with a stable population of primarily working-class residents. Poor drainage is compounded by the build up of trash in the drains, but when informal housing is built too close together it means the roads and lanes are too narrow for trash vans to automate clean-up of solid or water waste. Unsafe infrastructure built around the drains—for example, a rickety bridge over one open drain (see picture at right)—poses a risk of waterborne diseases and injuries in this neighborhood.



A safer iron bridge (left) was constructed to replace the original rickety bridge (right).





Quarter 2























Building Healthy Cities is a five-year cooperative agreement funded by the United States Agency for International Developmen (USAID) under Agreement No. AID-OAA-A-17-00028, beginning September 30, 2017. BHC is implemented by JSI Research & Training Institute, Inc. (JSI) with partners International Organization for Migration, Thrive Networks Global, and Urban Institute, and with support from Engaging Inquiry, LLC. This report is made possible by the generous support of the American people through USAID. The contents are the responsibility of Building Healthy Cities and do not necessarily reflect the views of USAID or the United States government.













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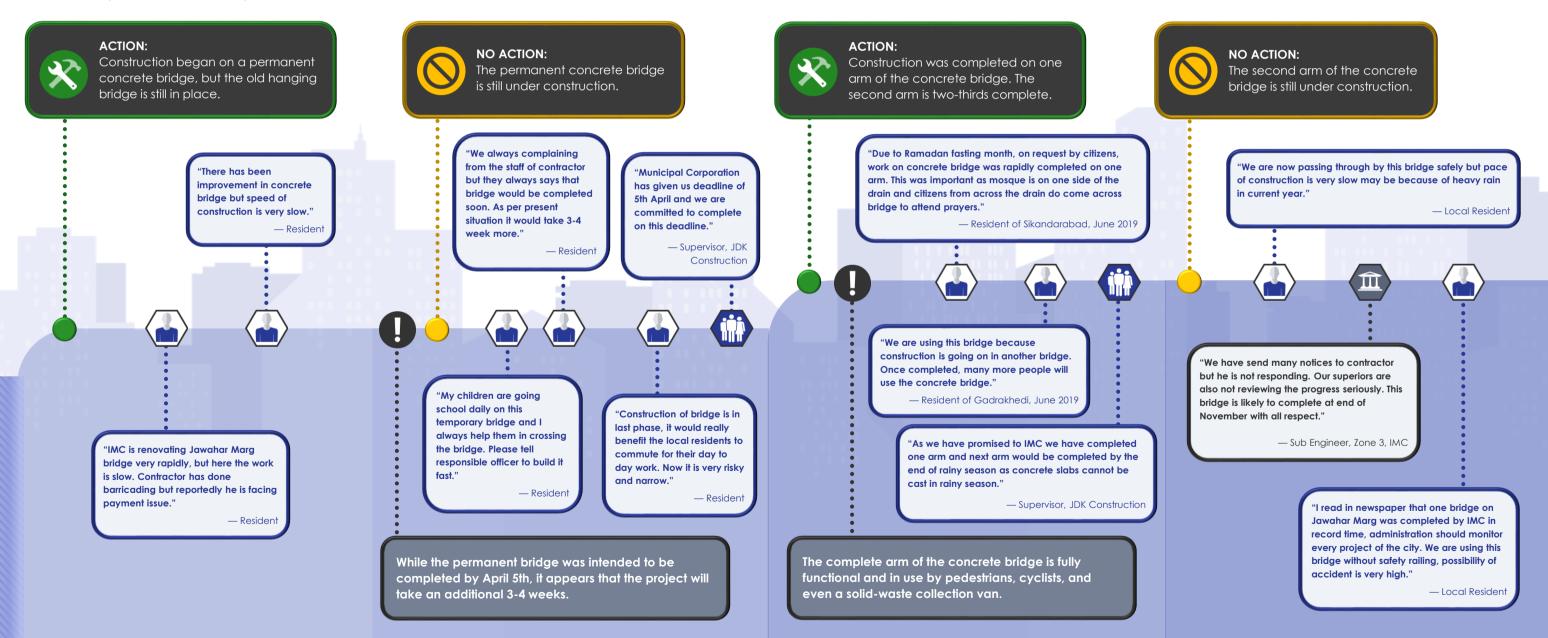
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One arm of the permanent concrete bridge is complete (left). The second arm is still under construction (top).



Quarter 3































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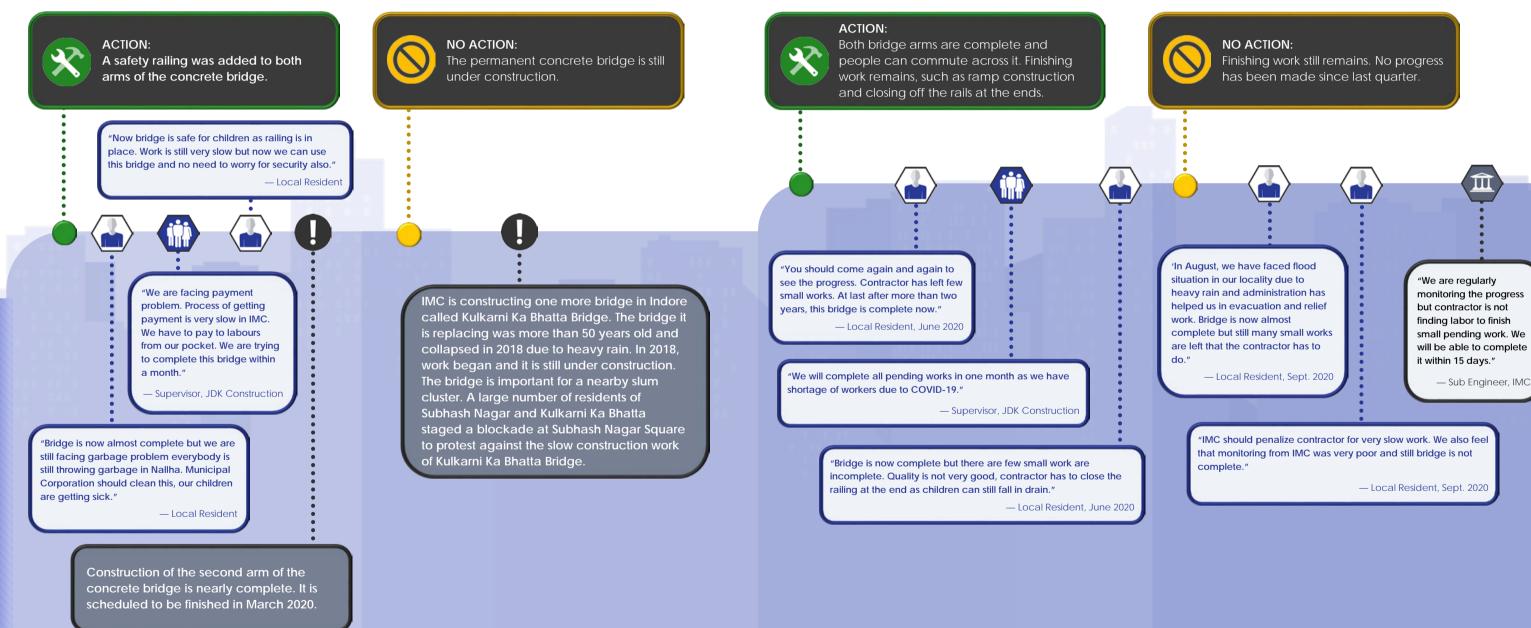
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One arm of the permanent concrete bridge (left). Safety railings were added to both arms of the bridge (right).











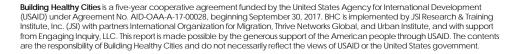
























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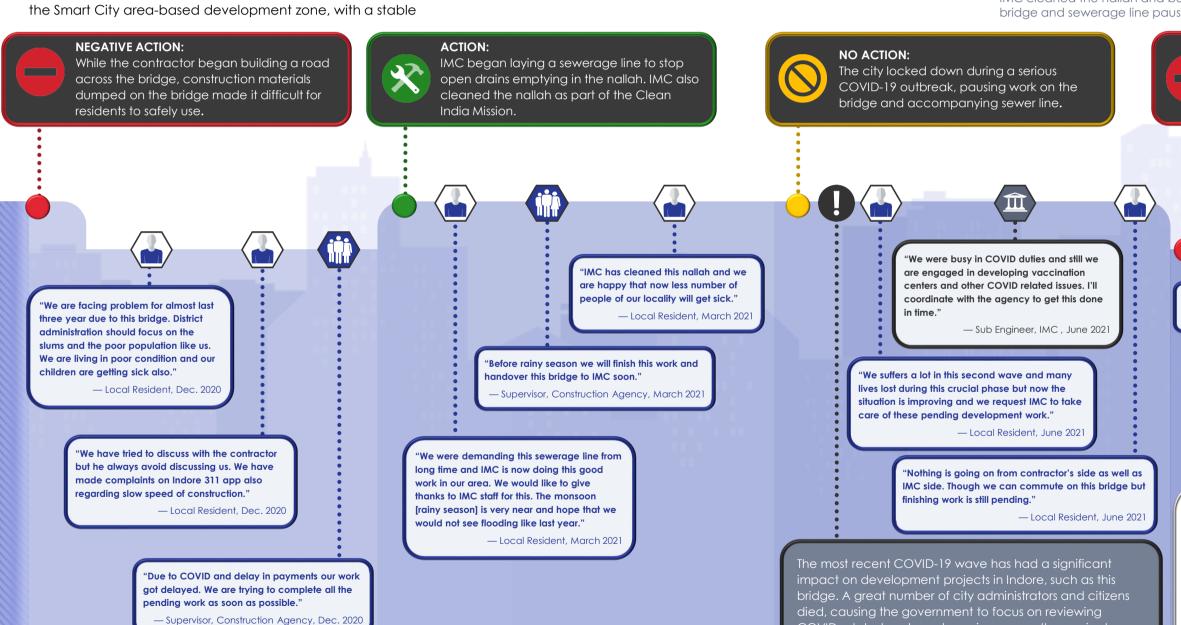
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IMC cleaned the nallah and began laying sewerage pipe (right, March 2021). Work on the bridge and sewerage line paused during a COVID-19 lockdown in Spring 2021 (left).



NEGATIVE ACTION:

Finishing work is still not complete and the bridge railing is damaged. Citizen complaints have gone unanswered.

Citizens complained to the CM Helpline but no one from IMC or the contractor has visited the site. The local councilor completed their tenure and dates







'We have stopped our work as this is rainy season we can't work in this season. We will finish all the work before the festivals." — Supervisor, Construction Agency, Sept. 2021

"We have made so many complaints but nobody is listening our problem. Due to wrong height of the bridge our home went 4-5 feet low and because of this we are facing problem of flooding in every rainy season." — Local Resident, Sept. 2021

> "Railing of the bridge is not in good shape. It was installed unevenly on the bridge. Contractor doesn't visit to the site and we are suffering a lot due to this incomplete bridge."

> > Local Resident, Sept. 2021

Journey Map Summary

This 4-year map began with positive change when the city responded to citizen requests shared via this map to replace an unsafe rickety bridge over an open drain that had resulted in multiple deaths. A temporary iron bridge was put in place, and construction on a permanent bridge began soon after. However, the final steps to finish the bridge have been significantly delayed by the construction agency and then COVID-19. On a positive note, the current bridge is significantly safer than the original bridge and allows many people at a time to safely cross the drain.

Quarter 3









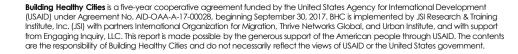












COVID-related work, and pausing some other projects.







How Does This Story Connect to the Indore Systems Map?

Loop 16: The Forgotten Bridge

hen the resources and infrastructure needed to support effective drainage of storm and waste water is not equally distributed across the city, the community level workers tasked with basic maintenance and upkeep are not able to be effective in their role in underserved communities. As a result, storm and wastewater is not drained effectively and pollution, stagnation and deterioration to existing infrastructure is increased. With unmitigated sewage and storm water overflow, community health and safety decreases, as does the neighborhood's transportation infrastructure. When communities are faced with poor health, injury, and reduced accessibility, they are easily excluded from conversations about development that could improve their situation. As a result, inequities in resource distribution continue.

Example 1: While most parts of Indore city are clean, there are some settlements which have poor environmental conditions, perhaps due to uneven

use of funds and efforts. We notice an area with poor waste water drainage due to clogged drains. While sanitation workers were present, they were not able to solve the problems which required engineering interventions. People living in such conditions are exposed to water-borne and vector-borne diseases due to stagnant water. Such communities lag behind in development as it is daily struggle in their lives to survive.

Example 2: Most of the Urban Primary Health Centres in the city are not being optimally utilized by the citizens due to various issues including poor infrastructure (most of them are in rented buildings) and lack of adequate healthcare personnel including doctors. Even poor citizens therefore prefer to go the private healthcare facilities and pay for services. These private centers do not easily share data with government health programs so this creates challenges for fully understanding population health demographics and needs.

