‘Innovations in Information, communications, capacity building and behaviour change’

In
Informal Settlements of Jhansi (Uttar Pradesh)

By

Participatory Research in Asia (PRIA)

Under
ECRC Program
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<tr>
<td>ECRC</td>
<td>Engaged Citizens Responsive City</td>
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<tr>
<td>JNN</td>
<td>Jhansi Nagar Nigam</td>
</tr>
<tr>
<td>SIC</td>
<td>Settlement Improvement Committee</td>
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<tr>
<td>ULB</td>
<td>Urban Local Body</td>
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1. The ‘Engaged Citizens Responsive City’ (ECRC) Program

Society for Participatory Research in Asia (PRIA), with support from the European Union is implementing the project “Strengthening Civil Society of the Urban Poor to Participate in Planning and Monitoring of Sanitation Services in Indian Cities” (also known as Engaged Citizens Responsive City). In addition to Jhansi (Uttar Pradesh), the project is being implemented also in Ajmer (Rajasthan) and Muzaffarpur (Bihar) since January 2016. The overall objective of the project is to promote diversity and strengthen the capacity of civil society and municipal authorities in addressing the sanitation issue of the urban poor in these three cities.

The project has two specific objectives.

1. To strengthen the leadership capacities of urban poor in demanding basic services and ensure representation of urban poor in the preparation and monitoring of inclusive city-wide sanitation plans
2. To strengthen the capacities of municipal authorities and other stakeholders to foster diversity and promote joint action with the urban poor for planning and monitoring of sanitation services.

The project partners with the urban poor and middle-class residents, with leadership of young women and men; municipal corporations with the mayors, elected councillors, officials and related government departments; traders and market associations; civil society, academia and media; and women sanitation workers. Information, education, communications and behaviour change have been in core of the implementation strategy of ECRC Program.

2. The ECRC Program at Jhansi

At the beginning of the project, a comprehensive identification and mapping of informal settlements was conducted in Jhansi. Over the months, with the formation of organisations of the urban poor in the form of Settlement Improvement Committees (SICs), Participatory Settlement Enumerations (PSE) were undertaken in 43 settlements of Jhansi. A consolidated report has been prepared using PSE findings from each settlement.

Participatory Settlement Enumerations (PSE) conducted from August 2016 to May 2017 revealed a high level of illiteracy in city’s slums among many other aspects. 29% of male and 43% of the female population in the enumerated slums was found to be illiterate. Only 12% of the enumerated slum population was having birth registration. Around 44% informal settlement households were not having bank accounts. A low level of awareness on Government schemes was observed. There was a clear-cut absence of appreciation of a clean environment and need of hygiene for a healthy life among residents of informal settlements.

In addition, a citywide assessment of sanitation services including both informal and formal settlements across the city has been undertaken in all 60 wards of Jhansi Nagar Nigam in 2016-17. These assessments helped in developing a clearer understanding of differential status of informal settlements along with other parts (colonies) of the city. Below are some of the points highlighting the situation of informal settlements in Jhansi in comparison to the other (colony) areas of the city, observed during the surveys:

1 Sourced from - PRIA (2018), ‘Knowledge, Voice, Participation: Participatory Settlement Enumeration for Sanitation Services in Jhansi’

2 Sourced from- PRIA (2018), ‘Sanitation for All: An Assessment of Sanitation Services in Jhansi, Uttar Pradesh’
- Waste collection facility was available to only 46% of households of informal settlements against 65% of colony households
- 60% households of informal settlements were having individual toilets against 89% colony households
- 59% of the informal settlement households said that they have access to street sweeping facility, while 66% colony households expressed the same
- A severe gap in level of hygiene of citizens, especially children livings in informal settlements and cleanliness in informal localities was observed

Based on the above findings and observations, the need of extensive capacity building, information dissemination and behaviour change communication in informal settlements of the city was deeply realised. In 2018, a city level Citizen Forum was formed with 30 members having representation of many walks of the life in Jhansi city like trade & market associations, academicians, civil society leaders, resident welfare association representatives etc. including the representatives from the city level SIC Forum to make it inclusive. An orientation workshop on participatory waste management was organised for elected councillors of Jhansi was organised in February 2019.

Below are four stages of action strategy\(^3\) adopted for **engaging with urban poor of Jhansi** around the issue of sanitation:

a) information or the understanding of and exchanging information about the conditions  
b) awareness or building individual and collective awareness of the hurdles and opportunities around the conditions  
c) mobilisation or organising communities to unite for a goal  
d) action or jointly undertaking processes to achieve the goal

![Figure 1: Four stages of action strategy adopted by PRIA](image)

*Source: PRIA (2019). Status Paper on: Voices of the Urban Poor - Building Organisations to Access Sanitation Services*

\(^3\) PRIA (2019). Status Paper on : Voices of the Urban Poor - Building Organisations to Access Sanitation Services
3. Key Innovations for Information, Communication and Behaviour Change in Informal Settlements of Jhansi

**Organizing urban poor as a pre-requisite of behaviour change**

- ECRC Program focused on organizing urban poor in voluntary groups named Settlement Improvement Committees (SIC) as stepping stone for behaviour change related to sanitation

**Participatory methods of communication and awareness generation**

- The program used participatory methods of assessment along with community engagement like Participatory Settlement Enumerations (PSE) and Participatory Urban Appraisals (PUA)

**Acknowledging IEC and behaviour change as a long-term and continuous process**

- ECRC Program acknowledged the long-term nature of IEC and behaviour change process and built the strategies around this

**Aligning the communication with Government’s initiatives and partnering with JNN**

- Various campaigns and dialogues were aligned with Government initiatives like Swachh Survekshan, ban on single-use plastic and other activities under SBM (Urban). Such activities were organized in partnership of Jhansi Nagar Nigam

**Information dissemination through continuous communication**

- The dissemination of information and communication was designed as a perpetual activity

**Communication through formal and informal methods**

- ECRC Program used various formal and informal channels of communication, for which the trust building efforts in the initial phase of program were critical

**Engaging with multiple stakeholders for improvement in informal settlements**

- The multi-stakeholder platform (Citizen Forum) built under the program was sensitized towards the sanitation issues of informal settlements and mobilised for the action

**Engaging around associated issues to connect with people**

- Under the program, campaigns and dialogues around issues which people connect in their day-to-day life like safety, health and environment were used to supplement the mobilization efforts around sanitation

4. Major Elements of Information, Communication and Behaviour Change Interventions at Jhansi

- Orientation trainings and capacity building*
- Periodic meetings of SICs, SIC Forum and Citizen Forum
- Campaigns on various issues around sanitation
- Occasional dialogues on various issues

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* Please refer the End-note for orientation trainings and capacity building
5. Activities Undertaken in Past One Year

5.1 Periodic meetings of SICs, SIC Forum and Citizen Forum

Meetings of 40 Settlement Improvement Committees (SIC) were organized every month. In these meetings, issues of sanitation services in the settlements were discussed. In such meetings it was ensured that men and women participate in good numbers. The likely solutions with participation of members of the community were also discussed. Separate meetings of SIC Forum, a federation of all SICs of Jhansi were organized to discuss various issues. Eight meetings were conducted of the Citizen Forum where issues related to cleanliness, drinking water, waste management, composting, forum code of conduct etc. were discussed.

5.2 Campaigns on various issues around sanitation

5.2.1 Environmental protection and waste management campaign

The campaign for environmental protection and waste management was conducted jointly with Citizen Forum from 4th June to 30th June 2019. Under the campaign, various events were organised in collaboration of different stakeholder aiming to increase awareness around segregation-at-source, cleanliness of areas, increase citizens’ participation in managing the waste and increasing the use of public and community toilets. The campaign started on 4th June 2019 on the evening of World Environment Day from the premise of Jhansi Nagar Nigam office, in which the Additional Municipal Commissioner Mr. Rohan Singh flagged off a rally. In the rally, all the officials and activists wearing green T-shirts and blue hats gave the message to the people to collect dry and waste separately as well as shouting slogans like ‘Clean City - Healthy Resident’ and ‘Green City - Clean City’.

5.2.2 ‘Swachhta Hi Seva’ Campaign

Citizen Forum and PRIA jointly organized campaigns in the school located near informal settlements of Bhagwantpura, Sagar Gate, Boodha, Sadar, Hassari, Pulia No. 9 on different dates. Under the Cleanliness Awareness Campaign, members of Citizen Forum educated the students on personal hygiene, cleanliness around schools and homes, waste reduction, segregation-at-source and eliminate plastic etc. In some of the schools, students also took Swachhta Pledge.

5.2.2 Awareness campaign against the use of single use plastic

A campaign was organized against single use plastics from August 29 to October 2, 2019 jointly by PRIA, Citizen Forum and SIC Forum. A seminar was organized on 28th September 2019 with students of journalism and communications of Bundelkhand University. Carrying forward the campaign, the Citizen Forum and PRIA jointly organized school awareness campaigns engaging students of
Government junior high schools located near Bhagwantpura, Sagar Gate, Boodha, Sadar, Hasari and Pulia No. 9.

5.2.3 Awareness Campaign for Citizen Participation in Swachh Survekshan

In order to make Jhansi number one in the Swachh Survekshan 2020, an awareness campaign was launched to increase citizen participation under which campaigns are being conducted in collaboration with schools, colleges, informal settlements and other stakeholders.

5.2.4 Safe city campaign

Safe city campaign was conducted from 26th February to 9th March 2019 in Jhansi in collaboration with Martha Farrell Foundation. As a part of campaign, rallies, dialogues, Nukkad Nataks and distribution of information sheets were undertaken. Feedback forms were used to understand the citizens’ responses to the safe city and issues of safety of women.

5.2.5 Mensural hygiene awareness campaign

Mensural hygiene is critical for women’s health and it also indicates the need of a safe mode of disposal for special wastes. Mensural hygiene Awareness campaign was conducted under the World Menstrual Cleanliness Campaign from 21 to 28 May 2019, which mainly targeted women and adolescent girls of informal settlements of the city.

5.3 Occasional dialogues on various issues

5.3.1 Seminar with women sanitation workers on the subject of safe work place

On 5th December 2018, PRIA organized a seminar in Talpura area on safe work place rights with working women as a part of 16-day campaign against gender discrimination. Leaflets containing detailed information on The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act were distributed as a part of event.

5.3.2 Dialogue on World Cities Day

This year on the occasion of World Cities Day on 31st October, at informal settlement of Karari a dialogue was organised by SIC of the Karari settlement to discuss how safety of women and adolescents can be ensured in the city. Teenage girls and youth of settlement pledged to protect the environment and the girls enthusiastically gave a message of pollution free environment by cycling.

5.3.3 Dialogue on day of launch of ‘Fit India Campaign’

As a part of campaign against single use plastic , a dialogue was organised on the 29th August 2019, the day ‘Fit India Campaign’ was launched, in association with Social Works Department and National Service Scheme (NSS) Unit of Bundelkhand University. This
occasion was used to spread the message related to reduction in waste and not using single-use plastic.

6. Impacts of Information, Communication and Behaviour Change activities under ECRC Program

The impacts of the communication and behaviour change initiatives, clubbed with other initiatives under the ECRC program are multi-dimensional. City has now citizen groups (SICs) in 42 informal settlements with their federation (SIC Forum) active in the city. The Citizen Forum is also actively contributing around sanitation issues. Many youth and women of the informal settlements have been transformed from dormant citizens into proactive community leaders contributing to address various issues of sanitation. Below is summary of broad impacts expressed in terms of changes in level of access to social-benefit pre-requisites and basic services to the residents of informal settlements of Jhansi:

- In case of bank accounts, the percentage of gap augmentation for access to bank account is ranging from 50 percent to 100 percent. In eight settlements, it is observed that the gap in access has been completely filled.
- The percentage of gap augmentation for birth certificates (of children below ten years) having is ranging from 22 percent to 100 percent. Two out of 29 settlements considered for analysis on this aspect, observed 100 percent filling of gaps.
- All households of eight out of 42 settlements analysed have access to individual household toilets as per the July 2019 data, against the only one settlement in baseline data.
- As per the July 2019 data, all households of 38 settlements are having wastewater outlet (of bathroom) outlet connected to the drain outside, against 18 such settlements as per the baseline data.
- The number of settlements where all households used to throw waste in open was found to be decreased from 11 to 4.
- The number of settlements having all households with access to piped water supply have slightly increased from 1 to 2, while number of settlements with above three fourth households having access to piped water supply have increased from 5 to 8.

Informal settlement at Maharajpura, Purvaiya Tola, Bilaswar, Gumnaware, Simardha, Outside Orchha Gate, Khushipura are some of the settlements experiencing significant improvements across most of the aspects.

*(Sourced from an unpublished work of PRIA- 'Visualising Change in the Informal Settlements of Jhansi')*

In addition to the above mentioned aspects of service delivery, significant changes have been observed in behaviour and perception of informal settlement residents in relation to sanitation. A change in the way citizens look at the waste and use of toilets has been observed. The level of hygiene of children in many informal settlements specially the ones located on the outskirts has been seen improving. The members of SICs, especially youth and women are now taking out time from their daily routines to work voluntarily on sanitation issues of their settlements, realising their responsibility as a ‘engaged citizen’. The SIC Forum members are actively engaging with Nagar Nigam for development issues in their localities. The community members are now aware of application processes and benefits of many social protection schemes. Recent years have witnessed an increased philanthropic activity by city’s trade and market associations (Vyapar Mandal/ Chamber of Commerce) in the informal settlements. The engagement of academic institutions like Social Works
Department and Communication Department of the Bundel Khand University has also enhanced in recent years.

7. Scalability

7.1 Initiatives in Ajmer and Muzaffarpur

As already discussed in Section 1 of the Report, the initiatives related to information, communication and behaviour change under ECRC program are being implemented successfully using the same strategy and approach in two other cities - Ajmer (Rajasthan) and Muzaffarpur (Bihar). Under the program, the local team at Jhansi interacts regularly with the teams of Ajmer and Muzaffarpur to share learnings aiming to further improve the initiatives under the program. A team at New Delhi co-ordinates with local teams and supports them, in order to promote innovativeness and nurture the program as a scalable initiative. To ensure peer learning, exposure visits of members of SICs of Ajmer and Muzaffarpur to Jhansi was organised in 2018.

7.2 Potential of scale-up in other parts of the state and country

The model adopted under ECRC program for effectively communicating and changing the behaviour has a great potential of scaling up in other parts of Uttar Pradesh and county to bring changes which are sustainable. Its innovative approach which deals with the root cause of the problems can be easily customised as per the local requirements. A process and standardization oriented approach adopted for the program making it suitable for scaling up. The learnings during program implementation may be of great value for customising it for other geographies. The strategy to implement the program can be developed after understanding the local needs and issues in a participatory manner.

8. End-notes:

Orientation trainings and capacity building of community members were extensively conducted during first two years of the program (2016-2018). Some of such initiatives covered:

- Training of youth of the informal settlements on participatory surveys using mobile based applications
- Hand-holding support to the informal settlement residents on filing applications of individual toilets (IIHL)
- Orientation of members of SICs on use of data and maintaining a data base on status of basic amenities to prepare development proposal for their locality
- Members of Settlement Improvement Committees (SICs) were trained on various aspects like organization building, leadership, communication skills etc. having multiple sessions on these topics. Such trainings were organized in clusters of informal settlements.
9. Annexure

9.1 Clippings of media coverage: Few clippings
महानगर को स्मार्ट बनाने के लिए देश-विदेश के विद्वानों ने शुरू किया मंथन
तीन सदस्यीय टीम पहुंची बीरांगना नगरी
संस्थानों ने संयुक्त रूप से पर्यावरण संरक्षण और उद्योग जागरूकता हेतु लोगों को किया जागरूक

सप्ताह में हर वर्ष समस्त देश के संस्थानों ने संयुक्त रूप से पर्यावरण संरक्षण के लिए कार्यक्रमों का आयोजन किया है। इनमें समस्त संस्थानों ने संयुक्त रूप से लोगों को पर्यावरण संरक्षण के लिए समर्पित किया है।

विश्व पर्यावरण दिवस की पूर्व सन्ध्या पर निकाली रैली

विश्व पर्यावरण दिवस की पूर्व सन्ध्या पर निकाली रैली को लेकर लोगों ने नैनों में लगाया। रैली की उद्देश्य का पर्यावरण संरक्षण के लिए है। इसमें लोगों के विभिन्न समूहों के साथ लगभग 500 लोगों ने हिस्सा लिया।
9.2 Settlement Profiles developed as part of Program: Example

**SETTLEMENT PROFILE**

**Name of settlement:** Bhatta Gaon  
**Mohalla name(s):** Bhatta Gaon  
**Nearest landmark:** Hanuman Ji Temple  
**Status:** Notified  
**Location:** Ward No. 04, Jhansi  
**Physical location:** Peripheral Rural Area  
**Land status:** Private  
**Surroundings:** Residencial  
**Approach road:** Paccoka  
**Distance from motorable road:** < 500

**POPLATION & HOUSING**

- **No. of households**  
  - Household survey*: 103  
  - Secondary sources A*: 711  
- **Total population**  
  - Total*: 482  
  - Male: 253  
  - Female: 229  
  - Total*: 3286  
  - Male*: -  
  - Female*: -  
- **Housing structures**: Semi Pucca

**WATER SUPPLY**

- **Private connection**:  
  - Yes  
- **Municipal supply**:  
  - Yes

**SANITATION**

- **Public toilets**:  
  - Yes  
- **Drainage**:  
  - No  
- **Garbage collection**:  
  - Yes

**Access to government entitlements**

- **Fair price shop**:  
  - Yes  
  - < 1 Km  
- **Anganwadi centre**:  
  - Yes  
  - < 1 Km  
- **Primary school**:  
  - Yes  
  - < 1 Km  
- **Middle school**:  
  - Yes

**SIC MEMBERS**

- Bharti  8099708151  
- Asha  9793311268  
- Neha  8099708161  
- Dinesh Singh  8423888915  
- Mahesh Kumar  9559803350

**This settlement profile is prepared from data collected with the community and is updated by them.**
9.3 Communication material developed for campaigns: Example 1
9.3 Communication material developed for campaigns: Example 2

**Basti Vikas Samiti, Jharsig**

Basti Vikas Samiti has developed material for campaigns to promote social change. This includes printed material such as pamphlets, leaflets, and posters. These materials are distributed to communities to raise awareness on various issues. The types of materials developed are as follows:

- *Pamphlets:* These are distributed to households on a regular basis. They provide information on topics such as health, sanitation, and hygiene.
- *Leaflets:* These are distributed at community gatherings and events. They cover topics such as women's rights, child protection, and safety.
- *Posters:* These are displayed in public areas such as schools, clinics, and government offices. They serve as reminders and awareness raisers.

**Coverage**

- **Pamphlets:** Distributed to 1,000 households.
- **Leaflets:** Distributed to 500 households.
- **Posters:** Displayed in 100 public areas.

**Impact**

-讽刺了: By raising awareness, the Basti Vikas Samiti has been able to improve the quality of life in the community. The material has contributed to a decrease in the prevalence of communicable diseases, an increase in the number of school children, and a rise in women's participation in community activities.

**Future Plans**

The Basti Vikas Samiti plans to continue developing and distributing material to communities to ensure that everyone has access to accurate information. They also plan to incorporate feedback from the community to improve the effectiveness of their campaigns.
आगे की राह -

- बस्ती विकास समिति के सदस्यों की महत्त्वपूर्ण भूमिका के कार्यकर्ताओं से सोचना।
- बस्ती विकास समिति के सदस्य निर्देशक रूप से अपने यहाँ की समस्याओं के बारे में निर्देशक रूप से नए निर्देश भूमिका को अपनाएगी।
- बस्ती विकास समिति के सदस्यों की सहयोगीता को आत्मकृति अभियानों के साथ जोड़कर उनमें नेतृत्व दौड़ाने से साथ ही उन्हें उनकी अभियानों को प्रदर्शित करने का मौका देना।
- युवा साइटियों को विभिन्न विचारधारा संस्करणों में अपनाते रखना जिससे उनकी सेवाओं का पहचान बढ़ सके।
- दिव्या के माध्यम से एस.आई.सी के कुछ सदस्यों को धुन कर सहानुभूति के अध्ययन पर प्रभावित कर तैयार किया जाना ताकि वह आगे बढ़कर माहर ट्रेनर बन सके।

प्रिया के बारे में

प्रिया सहायता श्रेणी एवं प्रधानक एक अंतरराष्ट्रीय सेवा है जिसकी स्थापना 1982 में हुई। अपने कार्यकारियों को कराने के लिए पैदा किया बच्चा उपर से स्वतंत्र तथा प्रिया के लाभ स्वतंत्र 3000 से सम्बंधित संस्थाओं की सहायता है और भारत के विभिन्न राज्यों में भी इसके क्षेत्र कार्यान्वयन है।

प्रिया, सहानुभूति के साथ से सहायता की मदद के साथ सहायता, समुदायिक ध्यान एवं संयोगों के कामपरिवर्तन, अभियानों में लोगों की सहयोगीता को प्रोत्साहित करने 35 वर्षों से बढ़ता रहा है।

संचालन में प्रिया सहयोगी विकास के बढ़ते देखने की मंथा के तेलंग और स्वाहायों के सभी लोगों तक पहुंचने के लिए नए हजारों, लड़कियों और महिलाओं की दूरसंचालन करने तथा संचालित अभियानों को बढ़ाने निर्देशों सरकारी, जनसेवाकार्य नगर दरबारों को और एकता तथा जनता के तरीके से किया जा रहा और नेट के गुण पर तथा नेट के प्रयासों के ऊपर मौजूद नतीजे से लिया जा रहा।

संचालित नागरिक - प्रिया आश्रय शहर

भारतीय स्थलों में स्थित तंत्रिकाओं के नियोजन एवं निगरानी में सार्थक रूप से भाग लेने एवं उन्हें प्रभावित करने के लिए पहिया गरीबों के नए संघ बनाने के लिए प्रिया की एक वहन।

- सहयोग -

यह कार्यक्रम यूरोपीय पूर्वस्थापना द्वारा प्रोत्साहित है

- प्रिया (आश्रय कार्यालय)
974/2, सर्वनाम, सी.पी. मिशन कम्पनी, जैं नगर (पी.सी.)
ईमेल: Jhands@pria.org
9.4 List of Informal Settlements presently being focused under the Program

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Name of the settlement</th>
<th>Ward Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Bada Gaov Gate Bahar</td>
<td>41</td>
</tr>
<tr>
<td>02</td>
<td>Banglاغhat</td>
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* Ward numbers are as per 2011 census.