



**A DIAGNOSTIC STUDY
ON
GOVERNANCE AND CIVIC ENGAGEMENT IN
SEMI-URBAN AND PERI-URBAN SETTLEMENTS**



**DEPARTMENT OF LOCAL GOVERNANCE
MINISTRY OF HOME AND CULTURAL AFFAIRS**



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DECENTRALISATION AND LOCAL GOVERNANCE PROJECT (DLGP)

DEPARTMENT OF LOCAL GOVERNANCE (DLG),
MINISTRY OF HOME AND CULTURAL AFFAIRS
AND HELVETAS, BHUTAN

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ACRONYMS

DLG	: Department of Local Government
MoWHS	: Ministry of Works and Human Settlement
ECB	: Election Commission of Bhutan
FGD	: Focus Group Discussion
TOR	: Terms of Reference

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LIST OF INTERVIEWEES

A. Gups, Municipality, Mangmis, Tshogpas and GAOS of:

- I. Mongar Dzongkhag
- II. Trongsa Dzongkhag
- III. Thimphu Dzongkhag
- IV. Chhukha Dzongkhag
- V. Kabisa, Kawang Gewog, Thimphu
- VI. Trongsa Throm, Nubi Gewog, Trongsa
- VII. Gyalposhing town, Mongar Gewog, Mongar
- VIII. Gedu Town, Bongo Gewog, Chhukha

B. Thimphu Thromde

C. Public

01 Introduction

1.1 Background and Context

The Local Government Act of Bhutan, 2009 describes “Local Government” as elected bodies that represent the local community and fulfil their aspirations and needs. Local Governments comprise of the Dzongkhag Tshogdu, Gewog Tshogde and Thromde Tshogde. The Local Governments are provided administrative and technical support by civil servants and other staff in the Dzongkhag, Gewog and Thromde (municipal) administration respectively.

Throms are urban towns and are governed by Thromdes which are elected bodies that represent the community. There are two types of Thromdes; (1) Dzongkha Thromde (further divided into Class A and B Thromdes and (2) Dzongkhag Yenlag Thromdes. The classification of the Thromdes into Class A or B is based on total resident population (more than 10,000 in the case of class A and more than 5000 in Class B), density of the resident population, total area of the Thromde, and that the majority of the population is not dependent on agricultural economic activities. The Local Government Act of Bhutan, as amended in 2014, removed the classification of Class A and Class B Dzongkhag Thromdes and defined only two types of Thromdes: Dzongkhag Thromde and Dzongkhag Yenlag Thromde. The demarcation of the Thromde boundary is to be determined in consultation with the National Land Commission Secretariat, concerned local authority and land owners as per the amendment of section 13 of the LG Act, 2014. Additionally, section 17 of the amended Act stated that the government shall establish Dzongkhag Thromde and Dzongkhag Yenlag Thromde in each of the 20 Dzongkhags.

In 2015, the Parliament approved the boundaries of 15 Dzongkhag Thromdes and 17 Dzongkhag Yenlag Thromdes (Approved Dzongkhag and Yenlag Thromde boundaries, MoWHS, 2015). Dzongkhag Thromdes were primarily defined by the location of the Dzongkhag Administration and the settlements that surround it. Although the boundaries of the Thromdes in all 20 Dzongkhags were declared, election of the Thromde representatives

were suspended following the Supreme Court's Writ to the Election Commission stating that election of Thromde representatives was unconstitutional referring to the inconsistencies in the Election Commission of Bhutan Act and the Local Government Act with the provisions in the Constitution of Bhutan. A high-level legal experts committee instituted by the Election Commission of Bhutan was to review the conflicting laws related to the election of the Thromde representatives ("Legal Committee reviews Thromde Laws", Kuensel, November 22 2017; "Government specifies Thromdes will be established after electing Thromde representatives", BBS May 27, 2017). Currently, Thromde Tshogdes have only been established for Thimphu, Phuntsholing, Gelephu and Samdrup Jongkhar Thromdes while the other 16 Dzongkhag Thromdes are represented by their respective Thromde Ngotshabs in the Dzongkhag Tshogdu. The Dzongkhag Thromde Boundaries approved by the Parliament in 2015 have been used for Development and Planning purposes by the Ministry of Works and Human Settlement while the Election Commission of Bhutan the delimitation boundaries established in 2010 for the local government elections. Local Area Plans and Human Settlement plans have been developed for several Dzongkhag Thromdes despite the Supreme Court Writ and tax collected from these areas similar to established Thromdes. ("LAP's designed according to people's needs: Minister", Kuensel, January 22 2020).

As a part of the developmental process, there is rapid urbanization in Bhutan. 37.8% of the Bhutanese population was found living in urban areas (Bhutan Urban Policy Notes). The National Human Settlement Policy, 2019 acknowledged the growth of unplanned settlements outside of the Dzongkhag Throms and Dzongkhag Yenlag Throms. A few examples of unplanned settlements due to increasing urban populations include Taktse village in Dragteen Gewog, Trongsa, Kanglung College area in Kanglung Gewog, Trashigang Dzongkhag, and Gedu College region in Bongo Gewog, Chukha Dzongkhag. Going by the definition of the Thromde given in the Thromde rules (MoWHS, 2011) none of these can places qualify as a Dzongkhag Thromde or Dzongkhag Yenlag Thromde. The term peri-urban refers to a diverse mix of formal and informal settlements which contain various housing types ranging from densely built slums to spacious urban estates (McConville, 2014). Peri-urban also describes the transition of rural to urban activities, legislation and institutional settings in which commercial activities,

social structures and built environment are rapidly changing. For the purposes of this study, peri-urban or semi-urban settlements represent areas of transitions between urban and rural jurisdiction and activities such as the ones name above. They exist as pockets with urban infrastructures, activities and residential populations not dependent on agriculture which are surrounded by rural areas and populations. Peri-urban areas often fall in the gap between the rural and urban jurisdictions sometimes leading to unclear legality, regulation and administration which result in poor service delivery (McConville, 2014). Peri-urban areas may be regulated by multiple legal bodies or none. In areas where administrative control is established, there is a “lack of resources, fragile technical networks, inadequate financial frameworks and weak staff competence and capacity for dealing with booming peri-urban neighbourhoods”. Another defining feature of a peri-urban settlement is the issues related to infrastructure development and housing which are unable to adequately serve the growing population. Most often these areas have temporary structures built to accommodate their residents which can be easily dismantled in case of forced evictions. Land ownership issues and unregulated land use patterns are some other issues in peri-urban areas. Peri-urban settlements are often made up of a heterogenous population of people who have migrated from different areas to take advantage of the economic opportunities offered by these areas. The varying backgrounds of people in peri-urban areas can lead to low social cohesion, low social trust and minimal civic participation. Moreover, residents in peri-urban areas have easy access to urban markets, services and resources as well as natural resources from rural areas.

The National Human Settlement Policy, 2019 placed a greater emphasis on planning and development methods, with governance and public participation receiving less attention. Apart from Dzongkhag Thromdes and Dzongkhag Yenlag Thromdes there is no mention of Governance or other Peri-urban related issues in any of the Acts and legislations. A majority of the population in these growing areas do not have census in the areas they reside and may be unrepresented. With the increase in the number of such peri-urban communities, as well as changes in the structure and dynamics of settlements at the local level, there is a need to study the local governance and depth of civic engagement in such communities.

1.2 Purpose of Study

The main goal was to conduct a diagnostic study on semi-urban and peri-urban local governance and civic engagement and to develop a strategy for increasing civic engagement in these areas. The following are the assignment's overall goals:

- a) Conduct a diagnostic study on local governance and civic engagement in selected semi-urban and peri-urban areas.
- b) Propose methods to increase local governments' involvement in a variety of new subjects in semi-urban and peri-urban areas.

The diagnostic study is needed to understand the shift in governance and encourage civic participation in semi-urban and peri-urban settings, given the rising number of such settlements and changes in settlement form and dynamics at the local level. The study's findings will assist DLG and local governments in developing and implementing policy initiatives to effectively manage and enhance semi-urban and peri-urban governance on a local level.

1.3 Selected Sites

The following were the four selected study sites for this report.

- Thimphu – Kabisa in Kawang Gewog
- Trongsa – Trongsa Throm in Nubi Gewog
- Mongar – Gyalposhing town under Mongar Gewog
- Chhukha - Gedu Town in Bongo Gewog

02 Approach and Methodology

2.1 Approach

For data collection and assessment, the consultants followed the approaches outlined in the Terms of Reference (ToR), and executed in two different stages, targeting specific participants.

First stage: Forum with Dzongkhag and Gewog teams

The main aim of the forum was to:

1. Share and exchange experiences of civic engagement by members of the Dzongkhag or Gewog teams
2. Discuss the challenges/successes that are encountered for a successful civic engagement
3. Deliberate on a sustainable strategy for civic engagement

Second stage: Discussion with the Community Members

The main objective of this forum was to:

1. Identify the achievements and challenges of civic engagement
2. Carry out case studies in the 4 identified study areas
3. Assess any support provided by respective Dzongkhag teams

2.2 Methodology

2.2.1 Data Collection and tools used

Data collection involved desk review of the background documents, and analysis of information from different forums. A mixed data collection tools, such as focus group discussion (FGDs), in-depth interviews (using semi-structured one-on-one interview techniques), group meetings,

direct observations were used to collect qualitative data. Quantitative data was collected in the form of a questionnaire with the civic engagement scale which was used to measure the civic engagement attitude and behaviour of all the respondents in each of the study sites.

2.2.2 Sampling Strategy

The consultants followed the target samples that were already identified in the ToR, which were:

- Face-to-face information sharing forum with Dzongkhag and Gewog teams from the study sites
- Field visits and forums with service recipients/community members
- As the study is exploratory in nature, a quota sampling method was used wherein representatives from certain groups such as the business community, members from the educational institutes, financial institutions and corporations such as Bhutan Power Corporation, Bank of Bhutan etc. were included to get information from all aspects of the community.

2.2.3 Assessment Criteria

Once information was collected from the stages discussed above, assessment was carried out using the following criteria listed in Table 1.

Table 1: Assessment criteria and key elements

Assessment criteria	Key elements
Relevance	<ol style="list-style-type: none"> 1. How do the people define civic engagement? 2. How are the people civically engaged in the community? 3. What has been done to promote civic engagement?
Participation	<ol style="list-style-type: none"> 1. How often are the people civically engaged in the community? 2. How many people show up for community meetings? 3. How do members of the community contribute during the community meetings or engagements?
Information Sharing	<ol style="list-style-type: none"> 1. How is information regarding community issues/ engagements shared with the public? 2. How would you rate the community's communication with the residents? 3. How responsive are the community members to the information sharing methods? 4. What can be done to improve information sharing so that it reaches larger population?
Service delivery	<ol style="list-style-type: none"> 1. Were the LG officials and functionaries briefed/trained on civic education? 2. What M&E mechanisms are in place to measure 'effectiveness' of community activities? 3. Does the size of the community matter in making the activities more effective?
Key Challenges, Lessons Learned & Promising Practices	<ol style="list-style-type: none"> 1. What are the key challenges/issues faced and lessons learned? 2. What are major constraints / bottlenecks which hinder achievement of the expected outcomes while working together with the community? 3. What are promising practices that can be adapted to other places?
Ownership & Sustainability	<ol style="list-style-type: none"> 1. How high is ownership of community members? 2. Do you think the community initiatives are sustainable? Why? Why Not? How do you think it can be made sustainable? 3. In your opinion, what needs to happen to make the initiatives more self-sustaining?

03 Findings

3.1 Study Site 1: Kabesa, Kawang Gewog, Thimphu.

3.1.1 Boundary/ Demarcation:

The Northern boundary of Thimphu Throm is surrounded by Kawang Gewog which consists of five Chiwogs: Dazhi_Zhoshuel, Chhandagang_Chhoekhortse_Phajoding, Chhagminang_Chhoekhor, Kuzhugchen and Boegarna_Dodennang. Kabesa is the epitome of a peri-urban settlement in Bhutan as it lies on the periphery of Thimphu Throm one of the largest urban areas in Bhutan. Kabesa is a small satellite town in Kawang Gewog that borders Thimphu Throm. The planning boundary of Kabesa starts from

the Pangrizampa Bridge to the South and extends North till the Grade II BHU in Kuzugchen Chiwog. The total planning area of 1.99 Sq Km is bounded in the West by the Wangchhu River with forest land to the East as shown in figure 3.1(DoHS, MoWHS).

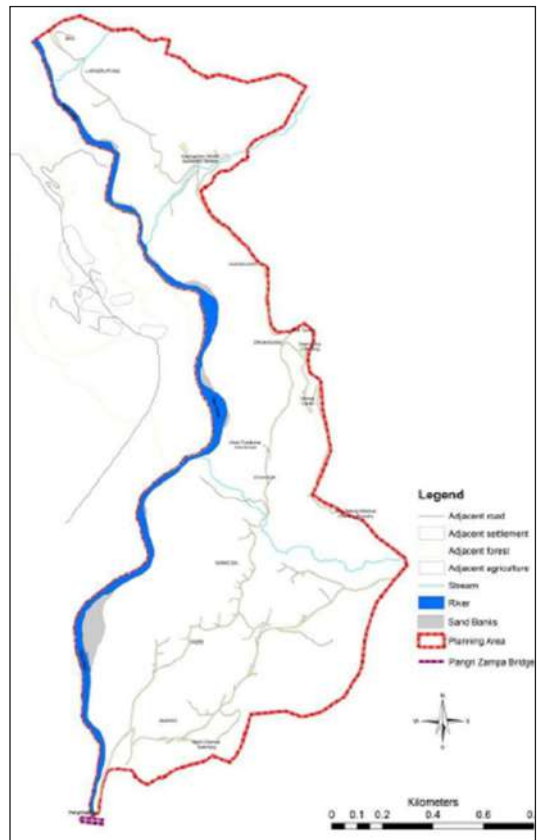


Figure 3.1 Planning Map of Kabesa (Courtesy MoWHS)

As seen in figure 3.2, the Kabesa planning area falls under the three chiwogs Dazhi_Zhoshuel, Chhamingnang_Chhoekor and Kuzugchen as per the delimitation map used for the 2011 Local Government elections.

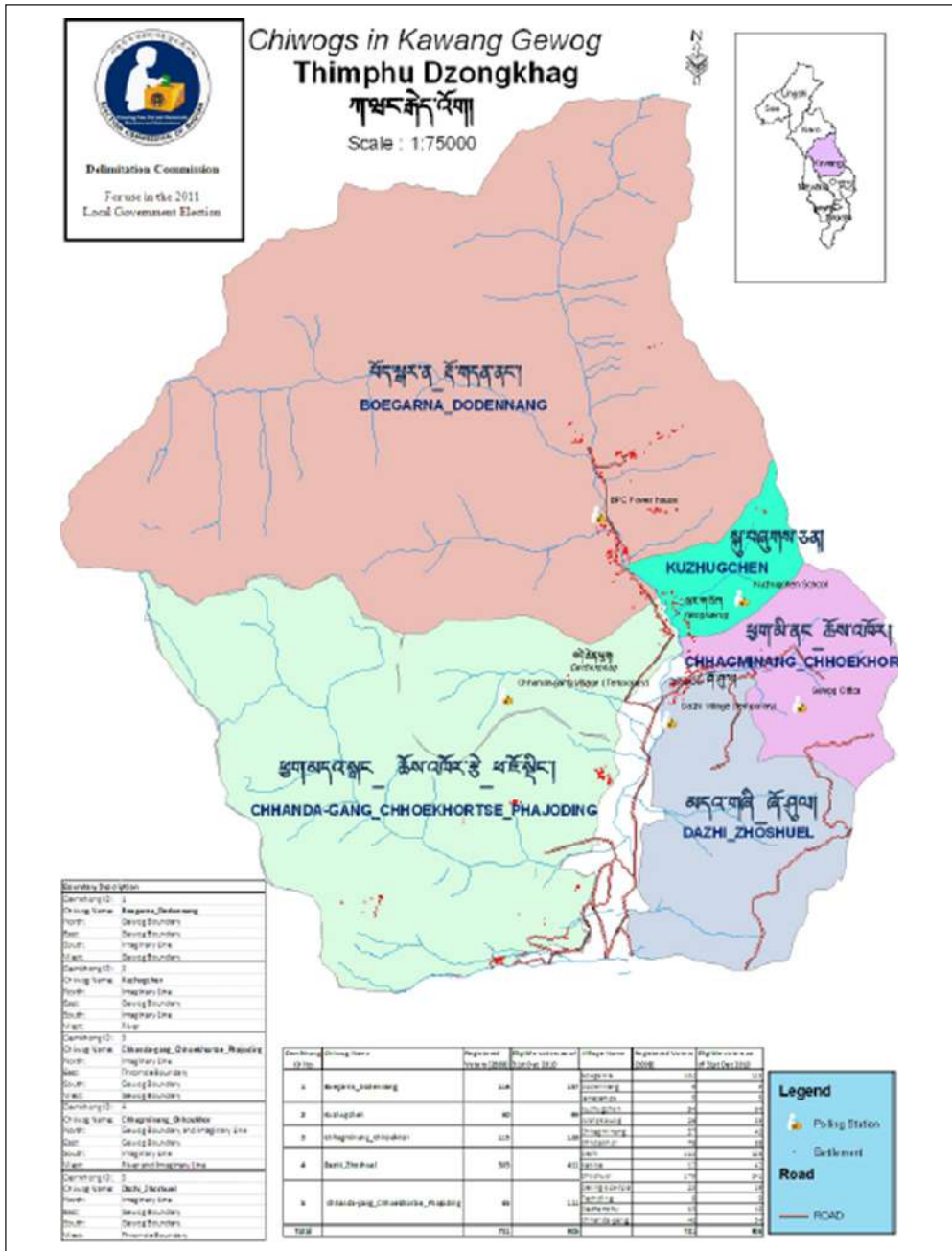


Figure 3. 2 Chiwogs in Kawang Gewog, Thimphu (ECB, 2011)

3.1.2 Population:

The population of Kawang Gewog is 5477 according to the 2017 Population and Housing Census of Bhutan as well as in the 2021 Kawang Gewog data published on the Thimphu Dzongkhag website. The population of Dazhi_Zhoushuel chiwog was 2593, Chhamingnang_Chhoekor and Kuzugchen had 394 and 825 respectively (PHCB, 2017).

There is a total of 423 households in Kawang with Dazhi_Zhoushuel chiwog having the largest number of 179 households. Chhamingnang_Chhoekor and Kuzugchen have 54 and 64 households respectively (PHCB, 2017).

The proximity to Thimphu Throm makes Kabesa an ideal location for residents to commute to Thimphu for work. The Gewog comprises of Tibetan resettlers as well as people all round Bhutan who have bought land and built their houses here. The primary source of income for the people here are agriculture and livestock produce as well as business and house rentals. With the increasing population and development in Thimphu Throm, there is pressure on Kabesa to develop infrastructure to meet the increasing demand in housing.

3.1.3 Institutions/ Facilities:

Road network is well connected within the Kabesa area with a farm road of 9.83 km starting from Pangrizampa Bridge to the Kuzhugchen Middle Secondary School. This road is further extended till Boegarna chiwog.

Various types of houses are seen including traditional Bhutanese houses to single storied farm houses and a few RCC structures. Every household is connected to water supply with the Rural Water Supply scheme and with electricity as well. The area has a good reach of telecom network and the site is enhanced by institutions like Choki Traditional Arts School, Beta Park.

A Basic Health Unit, the Gewog administration office as well as the Forestry, Livestock, Agriculture offices are also located in Kabesa. The Kuzugchen middle secondary school (Class PP – X) has a total of 485 students. There is a newly established Youth Centre to cater to the students and youth of Kabesa.

3.1.4 Governance:

The Gewog Tshogde members consist of a Gup, Mangmi, and five Tshogpas representing each of the five Chiwogs. A Gewog Administration Officer provides administrative support to the Gewog Tshogde. The total number of eligible voters in Kawang Gewog as of December 31, 2010 was 908 with 99, 128 and 411 in Kuzugchen, Chhamingnang_Chhoekor and Dazhi_Zhoushuel respectively (ECB, 2011). Current records indicate an increase in the number of registered voters with 196 in Kuzugchen, 649 in Dazhi_Zhoushuel and 171 in Chhamingnang_Chhoekor. This could be attributed to the number of voters who have reached the eligible voting age or could allude to the fact that there has been an increase of people who have started to settle in these Gewogs and transferred their census to here. The total number of eligible voters in the three chiwogs represent only 26.65% of the total population in these three chiwogs.

3.1.5 Civic Engagement:

A total of 56 respondents filled out the survey questionnaire that included the civic engagement scale which measures civic engagement attitudes and behaviour of the respondents. 'Civic engagement attitude' is the personal belief and feeling that one is involved and can make a difference in one's community while 'civic engagement behaviour' consists of the actions one has taken to actively engage and participate in the community (Doolittle & Faul, 2013). The second part of the questionnaire focused on understanding the involvement and communication of the community members with the Gewog administration or local government. Only 30 respondents had fully completed the second part of the questionnaire.

i. Civic Engagement Attitude and Behaviour

The civic engagement scale ranged from 1-7, where 1 indicated very low civic engagement and 7 indicated very high level of engagement. On the whole, the Kabesa community rated very high on civic engagement attitude with a mean of 6.47 while the civic engagement behaviour rated a bit lower at 5.65. A two-sample t-test assuming unequal variance had a p-value of 0.000006 indicating that there is a significant difference between the attitudes and behaviour of the community in regards to civic engagement. While the thought of engaging civically is present, it seems that there is not much civic engagement behaviour demonstrated. People in the community think and feel that they are involved

in the community and want to make a difference but are not able to participate actively in the community. Table 1. below shows the mean and variance of civic engagement attitude and behaviour of residents in Kabesa.

Table 2: Civic Engagement

	Attitude	Behaviour
Mean	6.46811224	5.65357143
Variance	0.3874619	1.22717893

Comparisons were made between the civic engagement attitudes and behaviour of females and males in the community. The data indicates that there is no difference in the attitudes and behaviour based on gender as shown in Figure 3.3. Comparing registered voters to non-registered voters, the data shows that there is no difference in the attitudes of the voters when compared to the non-voters but there is a very significant difference in the behaviour with the voters being more civically engaged compared to the non-voters (figure 3.4). A similar result is also seen when comparing home owners to renters (figure 3.5), with the attitudes being the same but with the home owners being more civically engaged. These results indicate that the registered voters and home owners may have a sense of attachment and belonging to the community that it makes them perform more and be civically engaged.

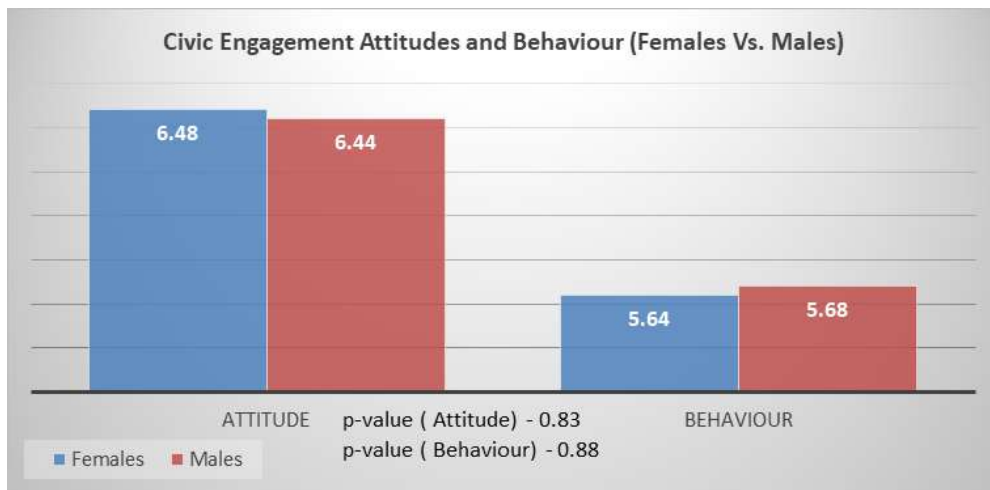


Figure 3.3 Civic engagement attitude and behaviour by gender

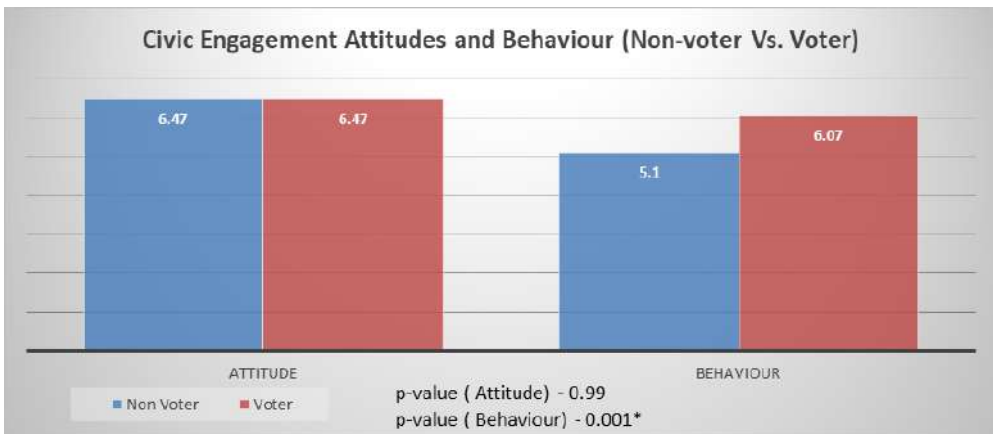


Figure 3.4 Civic engagement attitude and behaviour of registered voters of the community and the non-voters in the community (* statistically significant)

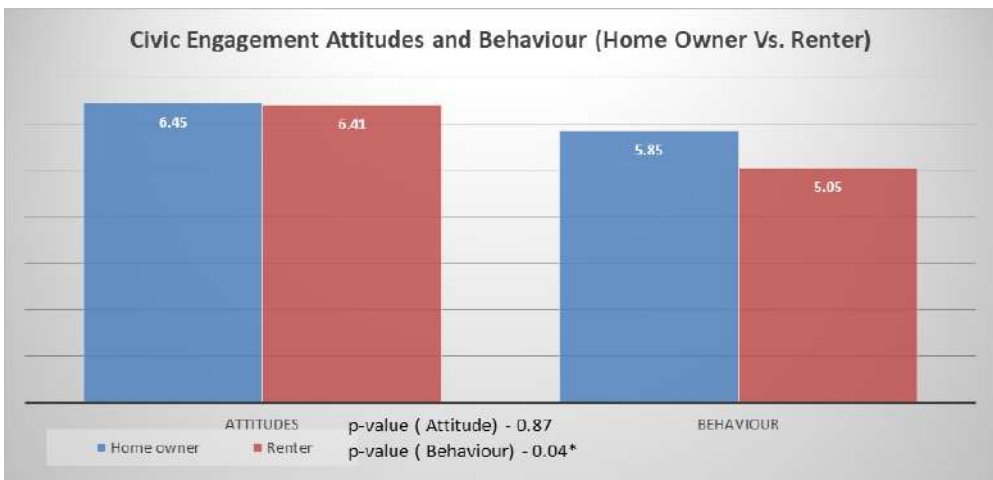


Figure 3.5 Comparison of civic engagement attitudes and behaviour of home owners and renters. (* statistically significant)

ii. Community Involvement

60% (18/30) of the respondents felt that they were involved in their community activities while 33% (10/30) felt they were only slightly involved. None of the respondents claimed to be “uninvolved” indicating some level of connection to the community.

Examples of community involvement from the respondents include, participation during community cleaning campaigns, community festivals and events, being a member of the community forest group, drinking water association, building of drains and roads in the community and contribution of labour in agriculture and farming activities. A majority of the respondents claimed that they participated in waste picking during the monthly Zero Waste hour sessions in Kabesa.

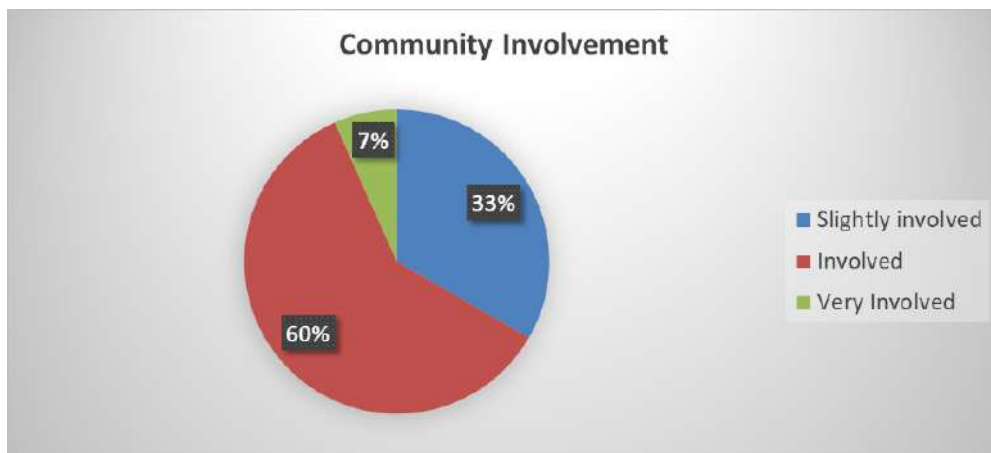


Figure 3. 6 The residents' perception of how involved they are within the community

Most of the respondents were neutral regarding their level of participation indicating that they didn't care much about their level of involvement in the community.

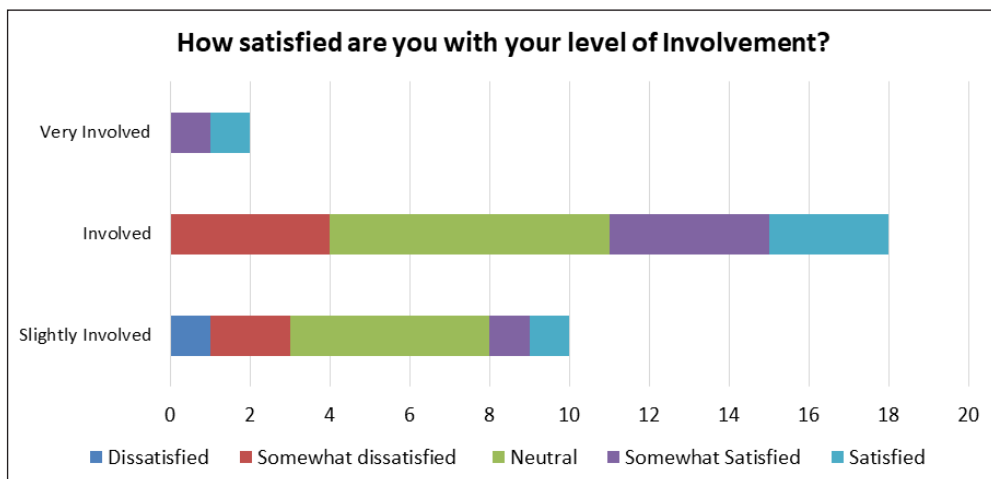


Figure 3. 7 Showing the respondents satisfaction with their level of involvement

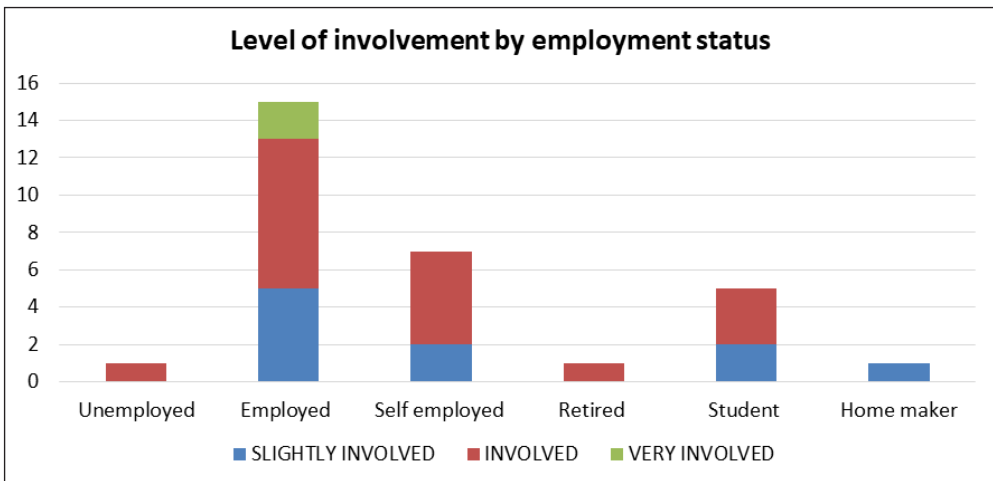


Figure 3. 8 The level of involvement and the employment status

Figure 3.8 above shows that the level of involvement is not restricted or limited by the employment status. There are people who feel involved in all the employment status groups. Most respondents indicated, “Lack of Time” as the reason why they were not more involved in the community. The lack of opportunity to be more involved was indicated as another popular reason. Familial obligation is another notable reason for not being more involved in the community.

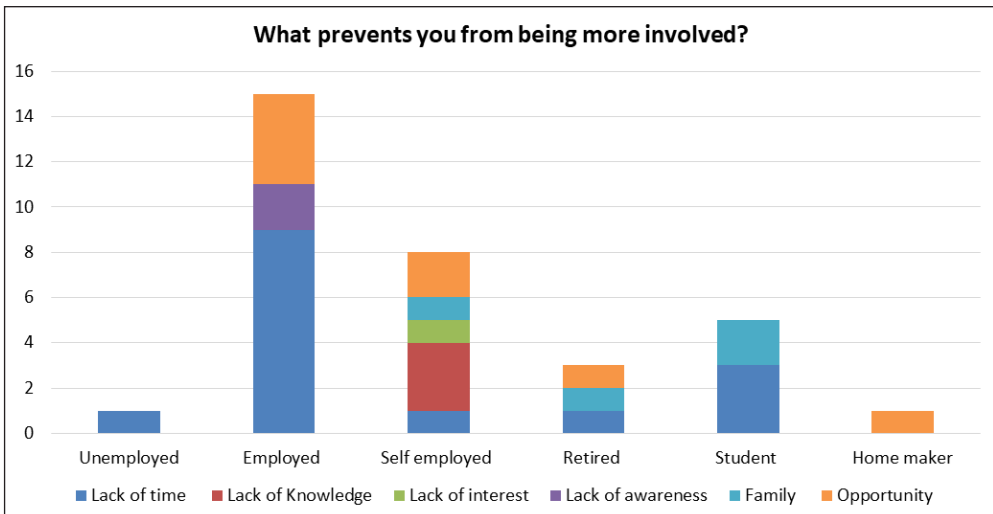


Figure 3. 9 The reason for not being involved more and the employment status

iii. Communication

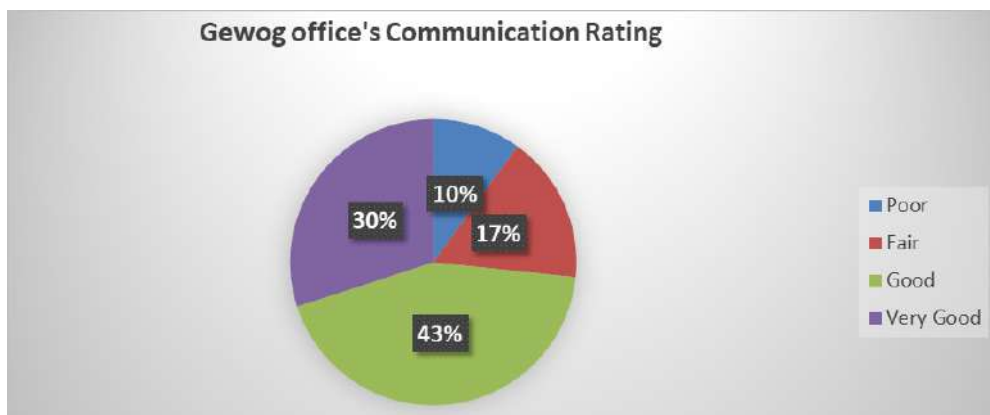


Figure 3.10 Communication rating for the Gewog administration

Most respondents rated the communication of the Gewog office as good or very good. This could be attributed to the fact that 20% (6/30) of the respondents stating that they hear the community news directly from the Gewog office indicating very short lines of communication within the community. Respondents felt that they were well informed about the community through the Tshogpa's messages on WeChat or through their house owners and neighbours. 47% (14/30) of the respondents said they heard about community news and events through WeChat and social media. 23% (7/30) said they heard it from their neighbours or landlords. Some of the respondents felt that they wanted to be more informed and included in the community/chiwog meetings by virtue of being residents of Kabesa even though they are not registered voters in the community.

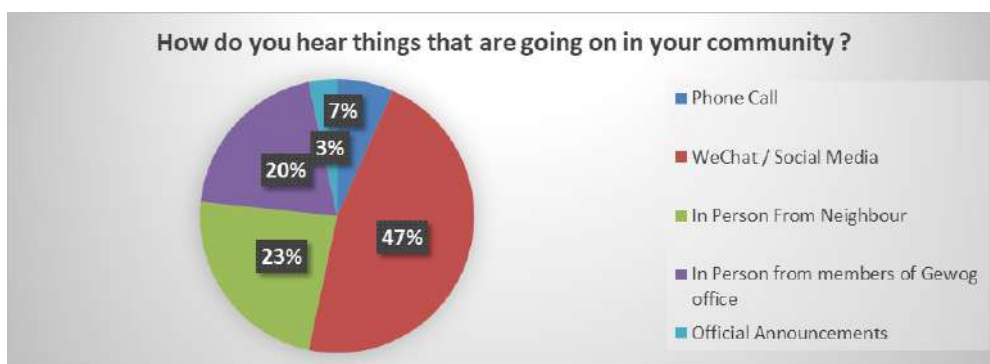


Figure 3.11 The ways in which people hear about community news and events



Figure 3.12 The kind of information residents would like to hear from the Gewog office

Regarding the kind of information that they would like to receive, respondents mentioned that they would be interested in hearing about developmental activities as well as social service activities in the community where they can come and volunteer their service. Some respondents wanted information on health, education and waste management and cleanliness campaigns while the remaining wanted all and any information from the Gewog office as seen in figure 3.12. Figure 3.13 shows that 53% (16/30) of the respondents preferred to be informed through WeChat and other social media applications while 17% (5/30) preferred face-to face communication with the members of the Gewog office and another 17% (5/30) wanted to be informed by having community meetings.

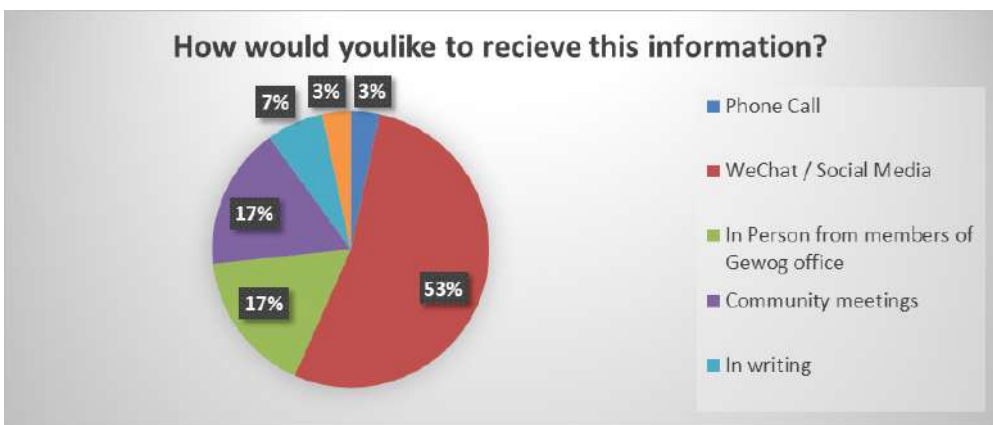


Figure 3.13 The preferred method of receiving information from the Gewog office

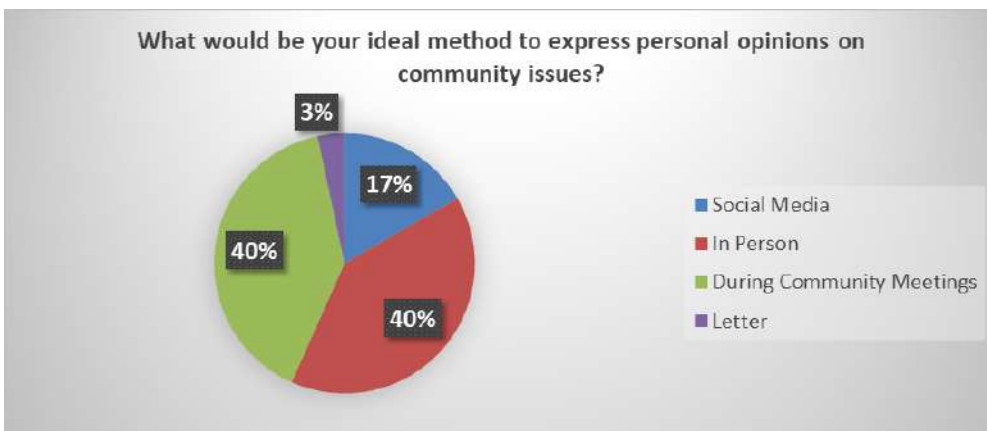


Figure 3. 14 Preferred method of communication to express personal opinions on community issues

Figure 3.14 shows that 40% (12/30) of the respondents preferred to express personal opinions on community matters in person directly to the Gewog administration and another 40% (12/30) preferred to express it during community meetings. This shows that individuals preferred to expressed their opinions in person rather than over the phone or through social media.

iv. Main Issues

The following table shows the responses and the number of times they were mentioned by the community members when asked about the issue that bothers them the most in their community. According to the table 3 below, waste management is a major issue in the community followed by road conditions. Other issues mentioned include improvement of sewage and drainage, the need for bus service within Kabesa, and also unemployment, water source and supply and building permits.

Table 3: Issues mentioned by Kabesa community members

Issue	Number of times it was mentioned
Waste Management	21
Road Conditions	10
Sewage and Drainage	3
Stray Dogs, Stray Cows and Wild animals	3

Lack of Communication/ Information	3
Unemployment	2
Water Source and Supply	2
Bus service	2
Permission to build	1
Poverty	1
Gender Equality	1
Meeting Halls	1

As a majority of the respondents was involved in the waste management activities, an issue in the community highlighted by them was that managing waste was becoming a problem. The community had built large waste receptacles to contain the waste until it could be picked up by the garbage truck sent by the Dzongkhag administration once every month. There were complaints that those large receptacles were often filled to capacity within a short period of time and that waste was sometimes left outside the receptacles by travellers who drive in from Thimphu Throm. The community members mentioned that the once-a-month schedule for garbage pick-up was also not enough. The residents also mentioned that there should not be a lot of dry waste (paper and plastic waste) generated in the community as it is largely an agricultural and farming society. It is not clear whether the waste getting dropped off is by the residents of the community or whether it is the people in nearby Throm areas that are coming by to drop off their waste. What is clear is that there is a lot of dry waste getting deposited in the receptacles in Kabesa. The same issue was also raised during the meeting with members of the Gewog administration. Extra pick-up trucks for garbage were arranged with funds contributed by the residents. Waste management is a common issue in communities with large and increasingly urban populations.

Another issue mentioned during the community meetings was the approval of the Local Area Plan (LAP) for Kabesa. Due to its proximity to Thimphu Throm, in order to accommodate the expanding population from Thimphu, there is the pressure for Kabesa to develop into a small urban area or even become part of the Thimphu Throm. Discussions regarding the development of Kabesa was started in 2016 with the structural plans and local area plans being developed. According to a 2018, article by Bhutan Broadcasting Service (BBS), construction moratorium was in place since early 2016 when the LAP of Kabesa began. And public consultations were set to start in 2018 (“Public Consultation for Kabesa LAP to take place soon”, BBS April 11, 2018). The Ministry of Works and Human

settlement had submitted a LAP for approval but it was rejected by the land owners and community members during discussions in the Dzongkhag Tshogdu. The main contention behind the rejection of the LAP was the conversion of wet lands (Chhu-zhing) used mainly for cultivation of paddy to dry lands (Kam-zhing) on which construction is allowed. About 60% of the land in Kabesa is wetland. Conversion of the wetlands into infrastructure development would reduce lands available for agriculture and further impact food security. With the hopes of being able to build infrastructure on these wetlands, these lands are already fragmented and sold to multiple land owners. In order to accommodate the wishes of the public and the mandates of wetland conservation, MoWHS is currently reviewing the LAP (“LAP at Kabesa likely to resume soon”, The Bhutanese March 7, 2021). Infrastructure development is a major part of urbanization and lands that have typically been used for agriculture and farming purposes have been lost to construction of facilities in many parts of the world. The development of Kabesa is certain and undeniable, there is even plans for a 20-bedded Dzongkhag hospital to be built in Kawang Gewog to cater to the needs of the residents in the northern part of Thimphu (“Thimphu to have a Dzongkhag hospital.” Kuensel June 14, 2019). Urbanization is inevitable what is important is that the development is structured and planned with the public and residents of Kabesa to ensure appropriate and valuable land utilization.

3.2 Study Site 2: Trongsa Throm, Trongsa.

3.2.1 Boundary/ Demarcation:

Trongsa Throm is the Dzongkhag Throm of Trongsa Dzongkhag. Before the Parliament approved the boundary demarcation of the Thromde in 2015, the area was completely under Nubi Gewog. Trongsa Throm can also be defined as a peri-urban settlement because it does not have the population, size, infrastructure or an established Thromde similar to Thimphu, Phuntsholing, Gelephu and Samdrup Jongkhar Thromde but it is in a transition phase of urbanization. The boundary description in the 2015 document is given as, “Farm to Nubi Gewog Centre in the North, Trongsa-Bumthang Highway in the East, Trongsa -Zhemgang Highway in the south and steep slope in the West” altogether encompassing an area of 2.05 square kilometres as shown in figure 3.15.

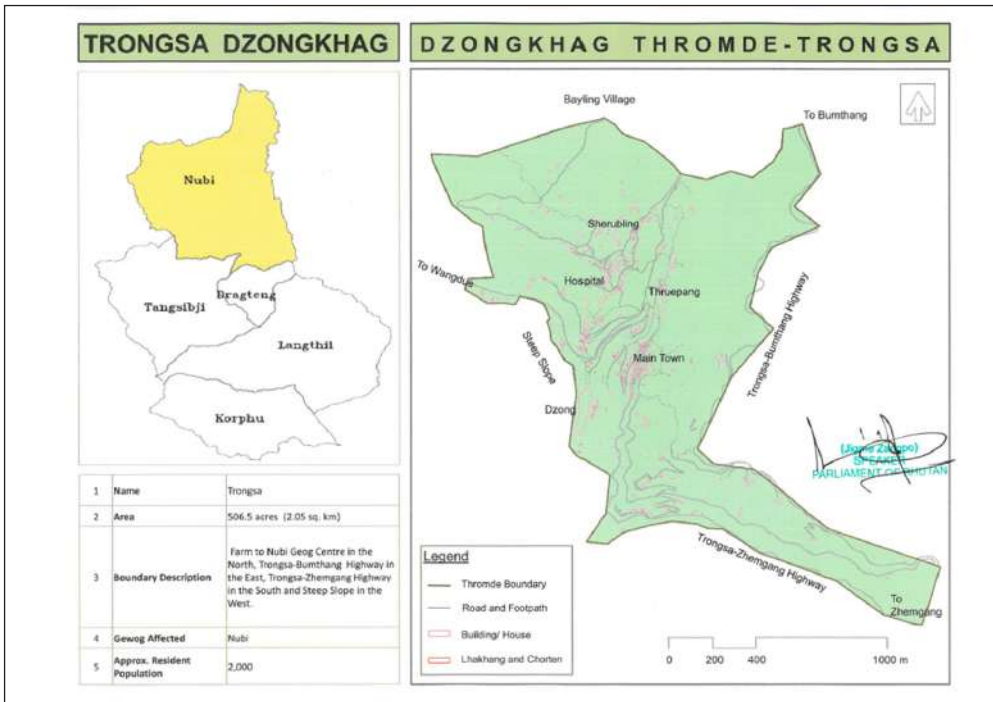
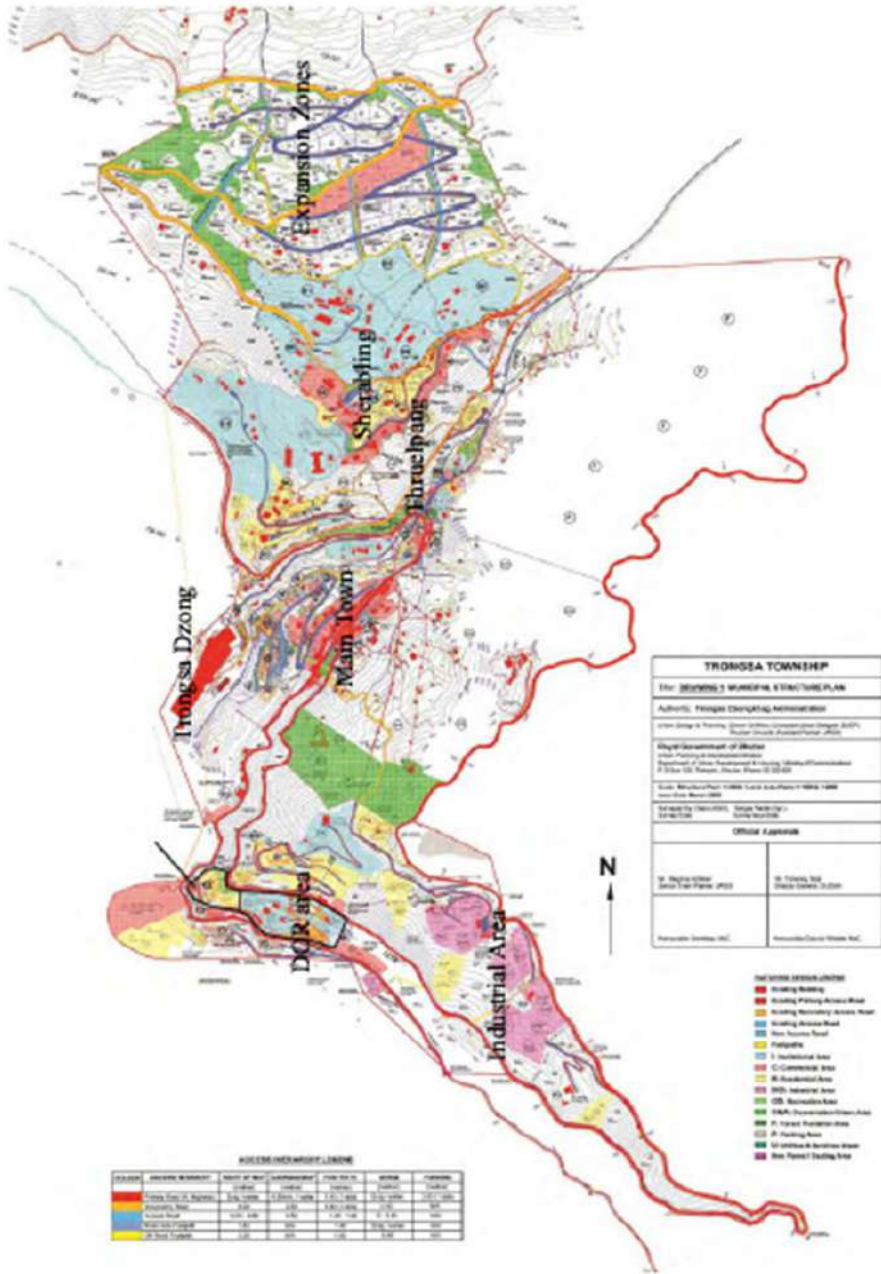


Figure 3. 15 Map of Trongsa Throm. (Approved Dzongkhag and Yenlag Thromde boundaries by the 5th session of the second parliament in joint sitting on 10th June, 2015, DoHS, MoWHS)

The urban planning map for Trongsa Throm currently uses the area demarcated in the above picture for planning purposes. Figure 3.16 shows the urban development planning map of Trongsa Throm acquired from the Department of Human Settlement, Ministry of Works and Human Settlement (2021).

TRONGSA URBAN DEVELOPMENT PLAN (2003 – 2023)



Department of Human Settlement, MoWHS

Figure 3. 16 Urban Development Planning Map for Trongsa Throm (MoWHS, 2021)

3.2.2 Population:

According to the PHCB 2017, Trongsa Throm has a population of 3122 people with 660 households. The main source of income for the residents of Trongsa Throm is businesses such as shops and hotels. The population is also made up of civil servants and corporate employees as the Dzongkhag administration headquarters is located in Trongsa Throm.

3.2.3 Institutions/ Facilities:

Road network is well established in Trongsa Throm. The Trongsa- Bumthang highway passes right through the main town area.

A few traditional Bhutanese houses and many RCC buildings with traditional features are seen in the Throm area. Every household is connected to water supply and with electricity as well. According to the PHCB 2017 only about 10% of the houses in Trongsa Throm are connected to the sewerage system.

The Dzongkhag hospital, RNR EC Centre, Sherubling Central school, Trongsa Primary school are all located within the Throm boundary.

A post office and corporations such as Bhutan Power Corporation, Royal Insurance Corporation of Bhutan, Tashi Cell, Bhutan Telecom and two banks (Bank of Bhutan and Bhutan National Bank) have branch offices in the Throm.

3.2.4 Governance:

Trongsa Throm has a Throm Ngotshab/ Theumi who represents the Throm in the Dzongkhag Tshogdu. The Theumi is supposed to work closely with the municipal office which is under the Engineering and Human Settlement division in the Dzongkhag administration. The Dzongdag is the Chair of the Municipal committee. There is a total of 425 registered voters in the Trongsa Throm (ECB, 2021) who vote for the Throm Theumi. The registered voters only represent 13% of the total population in Trongsa Throm. An additional role of the Thuemi is as the Chair of the Dzongkhag Business Development Committee. Unlike the Gups and Tshogpas, the Throm Theumis do not have proper “Terms of Reference” or “Standard operating procedures” to interact with their voters and engage with them. Being under the Municipal committee the Theumi in most instances is like

a messenger of the people without having any decision-making power regarding budget or development in the Throm.

3.2.5 Civic Engagement:

A total of 36 respondents filled out the survey questionnaire that included the civic engagement scale which measures civic engagement attitudes and behaviour of the respondents. 20 were registered voters in the community and 17 were house owners as well. The second part of the questionnaire focused on understanding the involvement and communication of the community members with the Gewog administration or local government.

i. Civic Engagement Attitudes and Behaviour

Data was analysed as described in the previous section. Table 3.3 shows the means for the civic engagement attitude and behaviour. The mean for civic engagement attitude is higher than the mean for the behaviour indicating that the respondents want to be civically engaged but in reality, their behaviour doesn't indicate the same level of civic engagement. The difference between the attitude and behaviour is significantly difference with a p-value of 0.00001.

Table 4: Civic engagement

	Attitude	Behaviour
Mean	6.71180556	5.02592593
Variance	3.03555308	1.37867372

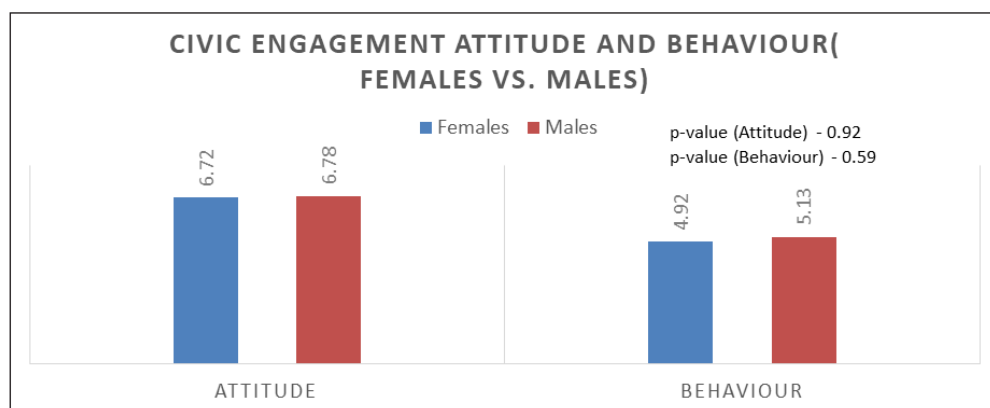


Figure 3. 17 Comparison of Civic engagement attitude and behaviour of females and males

There is no significant difference between the attitudes and behaviour of females compared to the male respondents as seen in figure 3.17. Comparison of the civic engagement attitudes and behaviour of voters in the community and the non-voters in the community also was not significantly different as seen below in figure 3.18.

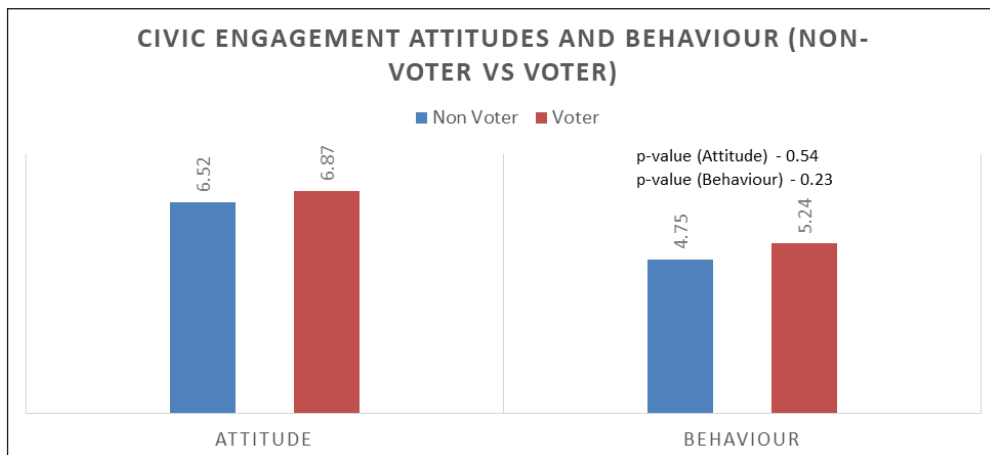


Figure 3. 18 Comparison of Civic engagement attitude and behaviour of Non-voters and voters

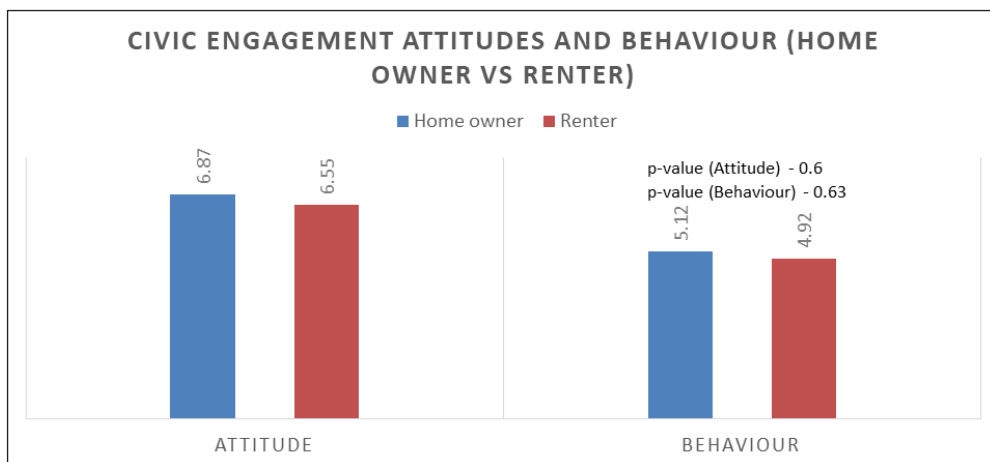


Figure 3. 19 Comparison of Civic engagement attitude and behaviour of Home Owners and Renters

There was no also significant difference between the civic engagement attitude and behaviour of the Homeowners and the renters (figure 3.19).

ii. Community Involvement

The respondents in Trongsa Throm indicated high levels community involvement with 58% (21/36) claiming to be involved with the community. Only 6% (2/36) of the respondents claimed that they were uninvolved (figure 3.20).

A few examples provided by respondents on how they were engaged within the community are participation in cleaning campaigns, community development, sterilization of dog population, donations and in religious ceremonies.

Many of the respondents were satisfied with their level of involvement in the community. Most were not really bothered by their level of involvement (figure 3.21) and very few were dissatisfied with their level of involvement.

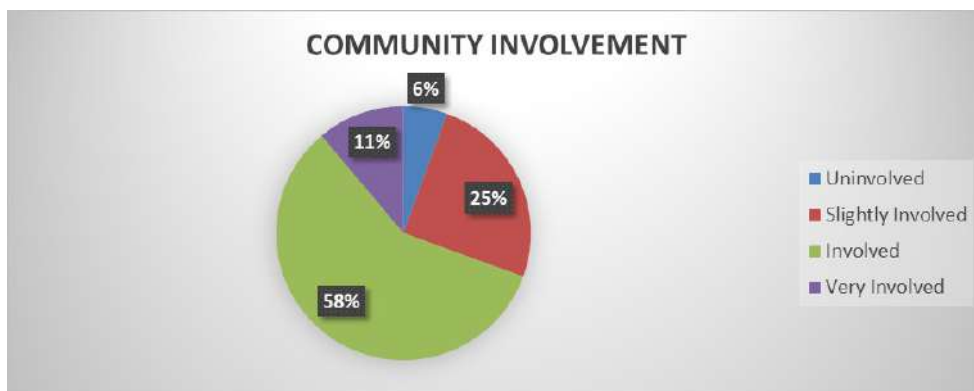


Figure 3. 20 Community involvement of members of Trongsa Throm

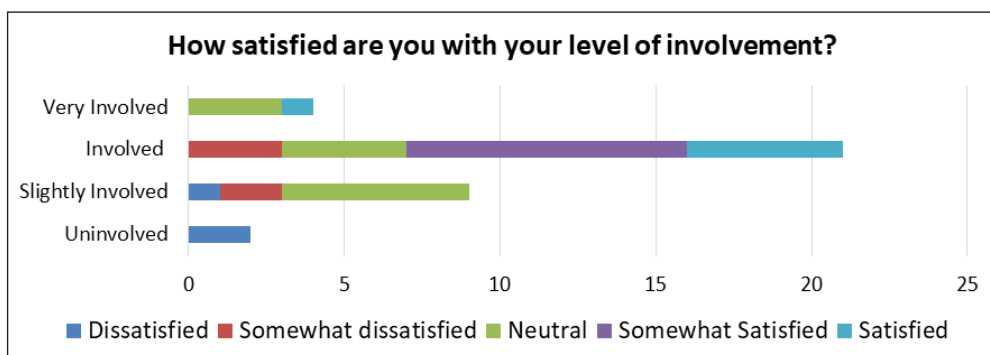


Figure 3. 21 Community members satisfaction with their level of involvement

There was no difference in the level of involvement whether a person was self-employed or an employee as seen in figure 3.22.

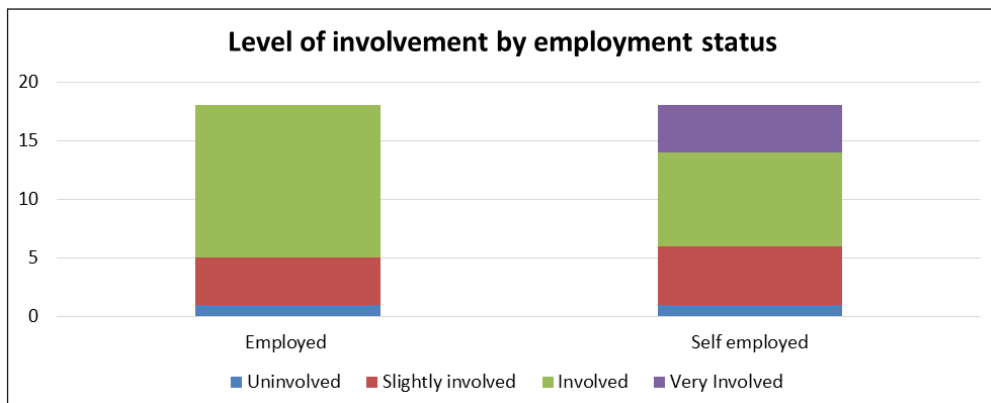


Figure 3. 22 The level of involvement by employment status

“Lack of time” turned out to be the main reason why respondents were not more involved with the community. More employed people also implied that they did not have the opportunity to be more involved, this could be because most of the employed people are civil servants or corporate employees who do not have voting rights in the community while the self-employed people are the business community members; most of whom have voting rights and may have been invited to participate community meetings.

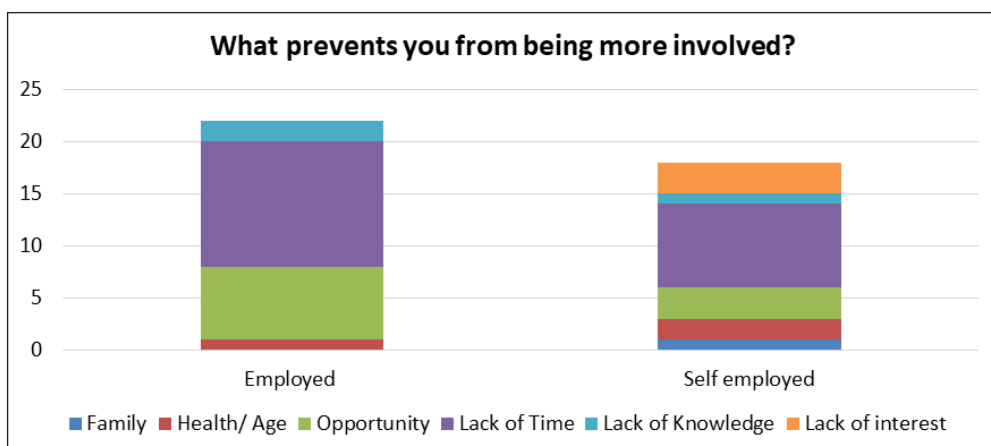


Figure 3. 23 Reasons for not being more civically involved

iii. Communication

36% (13/36) of the respondents rated the local administration's communication as "good" and another 14% (5/36) rated it "very good" while 28% (10/36) rated it "Fair" and 22% (8/36) rated it as "poor". Residents who are not registered voters or home owners in the community do not have much interaction with the local administration so they rated the communication as "Fair" and "Poor" because they were not getting much information. Most residents felt that the local administration didn't involve them in any meetings or pass any information to them. While some of the residents felt that they received all the information that they needed.

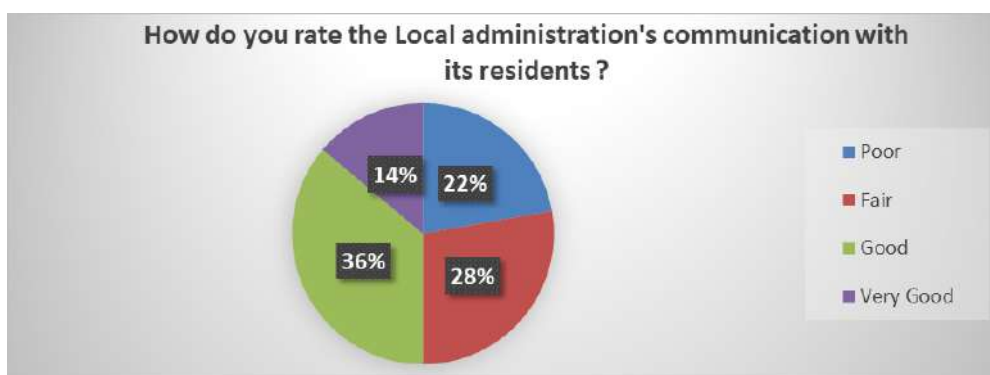


Figure 3.24 Communication rating of local administration.

As seen in figure 3.24 below, 56% (20/36) of the respondents hear about community through social media like WeChat while a few of them hear it directly from the local administration.

Almost two thirds of the respondents would like to be informed of planning and developmental activities in Trongsa Throm (Figure 3.25).

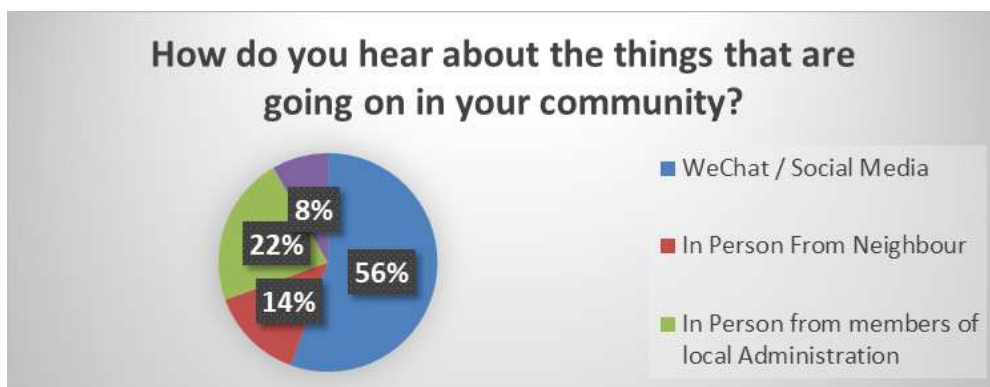


Figure 3. 25 The methods in which people hear about community activities

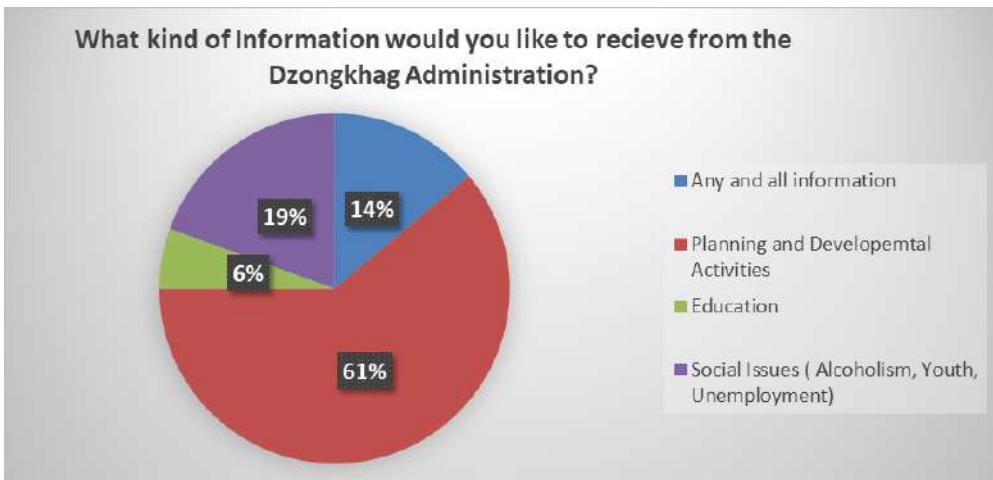


Figure 3. 26 The kind of information residents would like to hear from the local administration

A majority of the respondents would like to hear such news through WeChat or other social media platforms (Figure3.26).

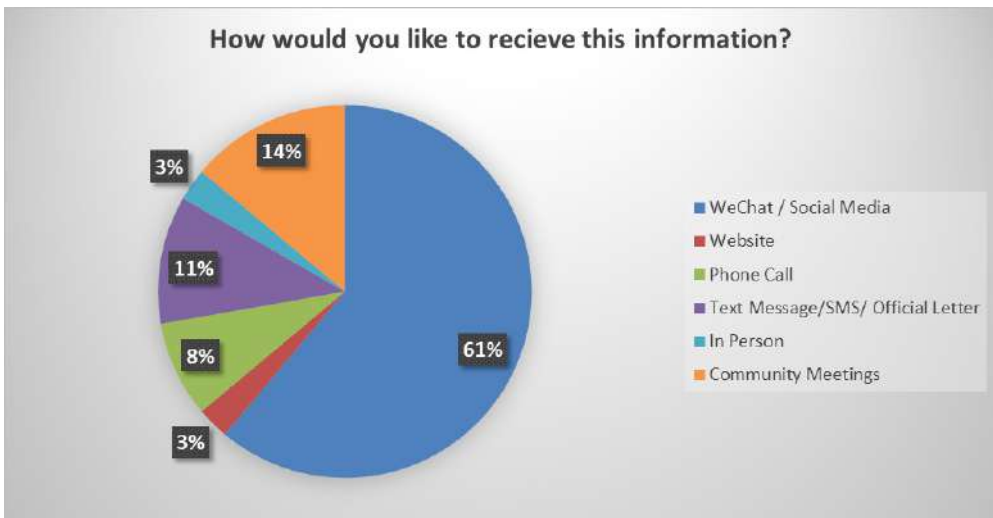


Figure 3. 27 The preferred methods by which respondents would like to receive information from the local administration

When it comes to raising concerns on community issues, 39% (14/36) prefer to raise it during community meetings and 31% (11/36) prefer to go in person and speak to the local administration (figure 3.28).

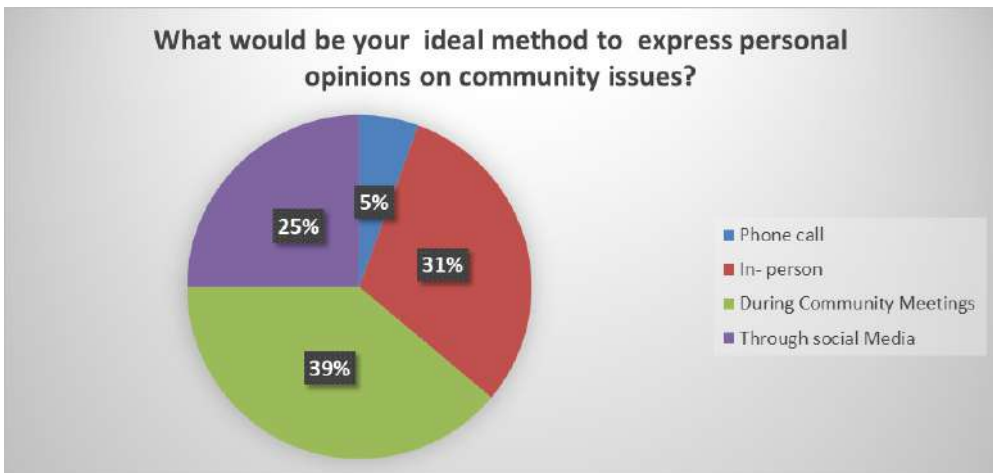


Figure 3. 28 The preferred methods by which respondents would like to express personal opinions on community issues

iv. Main Issues:

The main issues face by respondents in the community was that there was a lack of parking in the Throm. With the tight space in the Throm and with the Trongsa -Bumthang highway passing through the main town, on street parking in front of the shops was banned. Proper parking is essential to encourage customers for shop keepers and business owners who make up the primary residents in the Throm area. Plans were made for a multi-level car park in the Throm area. Numerous public consultation meetings were conducted. During the first meetings, the people raised the issue that the parking should be somewhere in the centre of the town and not where it was proposed in a site away from the main town area. This was taken into consideration and a new location was selected in the middle of town but due to the site some changes had to be made to the design of the multilevel car park. The municipal was in the process of scheduling another public consultation meeting to present the new design of the car park.

Other issues raised by the residents were lack of sufficient water supply, proper drainage systems, waste management and the nuisance that the increasing monkey and stray dog population.

Table 5: Issues brought up by the residents of Trongsa Throm

Issue	Number of times it was mentioned
Parking	9
Water Shortage	6
Drainage	2
Social Issues	2
Waste Management	2
Monkeys/Stray Dogs	5

An issue of concern raised by one of the members of the administration was that there were some residents in the Throm area who still have their census records and house numbers under Nubi Gewog administration as the Throm previously used to be under the Gewog. These residents take advantage of this fact by availing the facilities available to the rural community such as getting wood for construction of houses but when the time comes for this person to make contributions to the Gewog, they claim that they are from the Throm and vote for the Throm Theumi and not for the Gup of Nubi Gewog. This matter was raised during the 9th Dzongkhag Tshogdu and the matter was to be put up to the Ministry of Home and Cultural Affairs for recommendations. However, the 10th Dzongkhag Tshogdu meeting minutes denote that no response was received from the Ministry so the issue is still unresolved.

3.3 Study Site 3: Gyalpozhing, Mongar Gewog, Mongar.

3.3.1 Boundary/ Demarcation:

In 2015, when the Parliament approved the Dzongkhag Throm boundaries, Gyalpozhing with an area of 1.62 square kilometres was included within the Mongar Dzongkhag Thromde boundary together with Mongar town and Kilikhar. As seen in Figure 3.29 below, the boundary for Gyalpozhing in the same document was stated as, “KHPA and Gyalpozhing -Nanglam road in the East, Kuri chhu Dam in the South, Kuri Chhu in the West and Gyalpozhing Higher Secondary school in the North”. Currently Gyalpozhing is not considered part of the Dzongkhag Thromde but considered an urban town in Mongar Gewog for urban planning purposes (See figure 3.30, MoWHS). Gyalpozhing is a peri-urban settlement which developed mainly due to the Kuri Chhu Hydropower authority and the Gyalpozhing College of Information Technology.

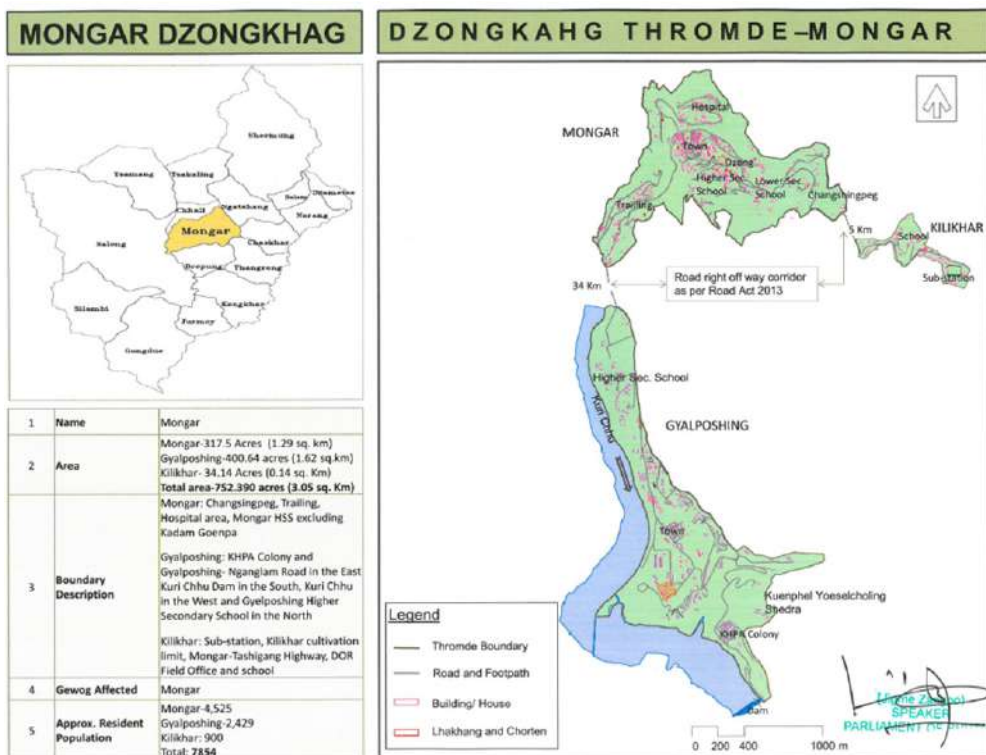


Figure 3. 29 Gyalpozhing as a part of Mongar Dzongkhag Thromde, (Approved Dzongkhag and Yenlag Thromde boundaries by the 5th session of the second parliament in joint sitting on 10th June, 2015, DoHS, MoWHS)

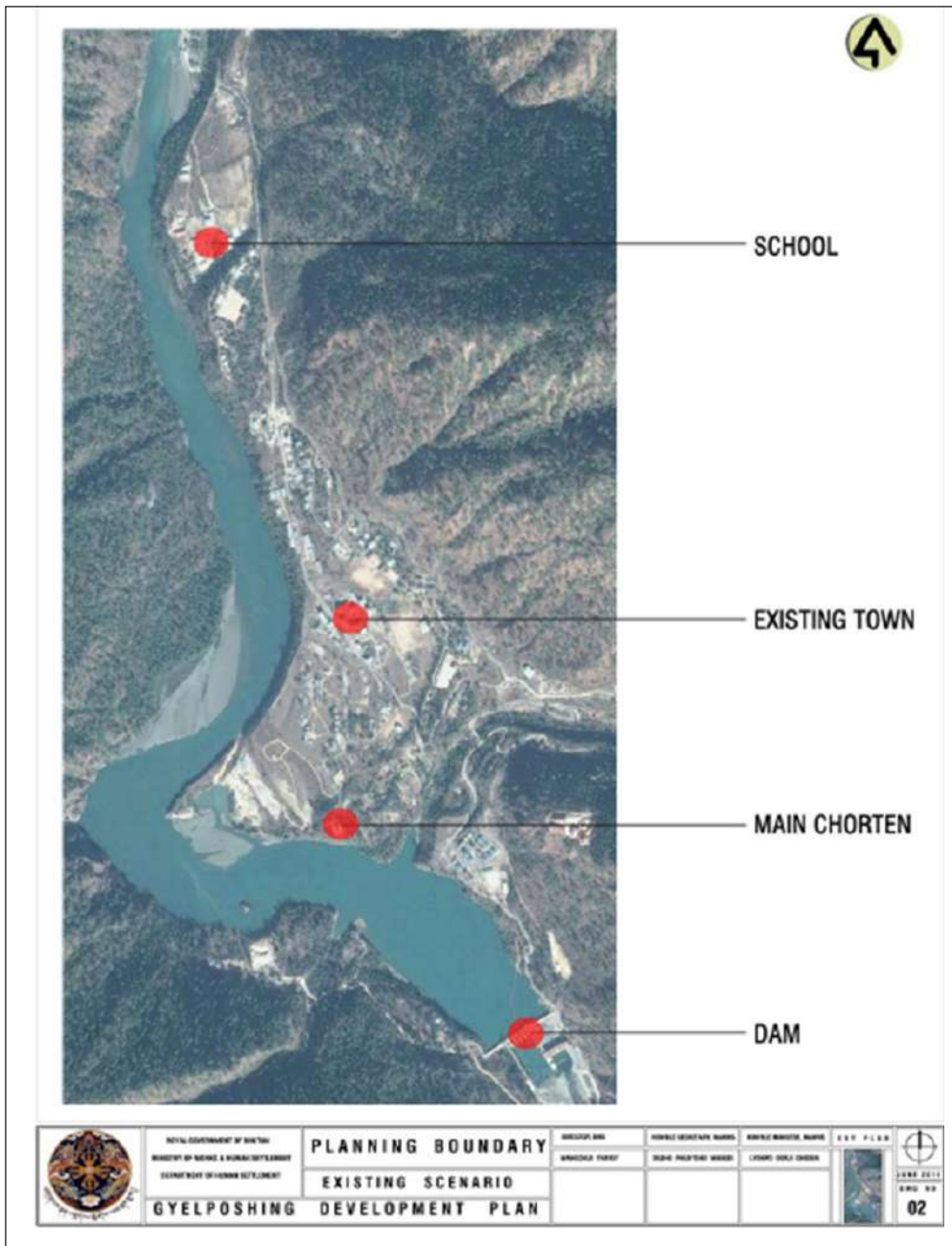


Figure 3. 30 Planning Boundary of Gyalpozhing (DoHS, MoWHS, 2021)

For election purposes, Gyalpozhing is part of the Gyalpozhing _Wangling Chiwog in Mongar Gewog as seen in figure 3.31.

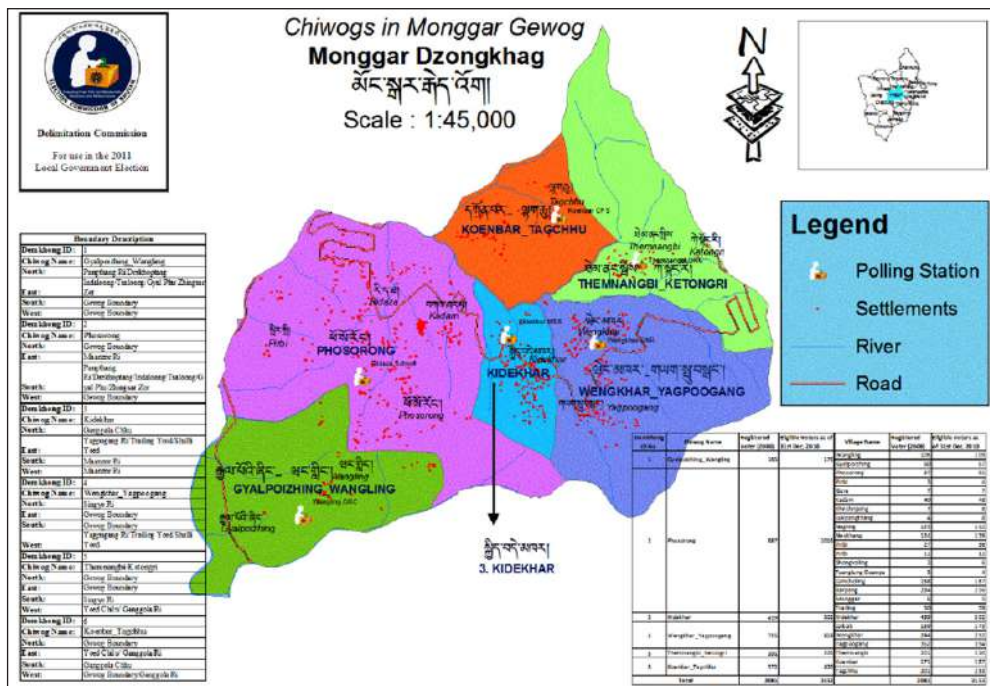


Figure 3. 31 Gyalpozhing as a part of Gyalpozhing _Wangling Chiwog under Mongar Gewog (ECB, 2011)

3.3.2 Population:

According to the 2017 PHCB, Gyalpozhing has a population of 2629 people and 477 households. The population is made up of civil servants and corporate employees as well as students from the college and the higher secondary school. As an urban town, the primary source of income is businesses, salaries, house rents etc.

3.3.3 Institutions/ Facilities:

The Gyalpozhing- Nanglam Highway passes through Gyalpozhing and it very close to the Bumthang-Trashigang National Highway.

Gyalpozhing College of Information Technology (GCIT) and Gyalpozhing Higher

secondary school are the two main educational institutes in the community. The other prominent institute in Gyalpozhing is the Kuri Chhu Hydropower Plant.

Similar to other urban towns, corporations such as RICBL, Tashi Cell, BoB, BNB have branches within the town area.

Development of Gyalpozhing town has been occurring rapidly since the establishment of GCIT and the Gyaltsab's office. Development in Gyalpozhing town is under the supervision of the municipal engineer of the Dzongkhag administration.

An Astro-Turf football ground and a 15-bedded hospital are the newest additions to the town. Most of the buildings in the core town area are RCC structures, a few temporary structures exist at the outskirts of the town.

After a flash flood disrupted the water source at Gyalpozhing in 2021, the Gyalpozhing town Water project was executed by the government in partnership with De-Suung. The project proposes to construct two water reservoirs (with capacities of 1,030,000 litres and 75,000 litres), 11Kms of pipeline, fire hydrants and install water meters ("Gyalpozhing town residents grapple with water shortage". Kuensel, August 9 2021 and Gyalpozhing Water Project, De-suung website).

3.3.4 Governance:

Since Gyalpozhing was not included in the Mongar Dzongkhag Thromde, the registered voters from Gyalpozhing do not vote for the Throm Theumi. They vote for the Tshogpa of the Gyalpozhing _Wangling chiwog. There are 83 eligible voters from Gyalpozhing according to ECB, which makes up only 3% of the population in Gyalpozhing. Discussion with the residents of Gyalpozhing and the Tshogpa suggest that the residents have no interaction with the Tshogpa or Gewog Administration.

The business community in Gyalpozhing is represented by two individuals who act as the "Theumi" of the town. Although they were not officially elected, they represent the business community in an official capacity during community meetings and in developmental / cultural activities. They are members of the Dzongkhag Business Development Committee and act as the BCCI Theumis.

3.3.5 Civic Engagement:

A total of 32 respondents filled out the survey questionnaire that included the civic engagement scale which measures civic engagement attitudes and behaviour of the respondents. 5 were registered voters in the community and 7 were home owners and 14 were females. The second part of the questionnaire focused on understanding the involvement and communication of the community members with the Gewog administration or local government.

i. Civic Engagement Attitudes and Behaviour

Data was analysed as described in the previous section. Table 3.5 shows the means for the civic engagement attitude and behaviour. As in the previous study sites, the mean for civic engagement attitude is higher than the mean for the behaviour. The difference between the attitude and behaviour is statistically significant with a p-value of 0.0000007.

Table 6 Civic engagement

	Attitude	Behaviour
Mean	6.34	5.35
Variance	0.31	0.68

There is not much difference in the civic engagement attitude of females compared to the males but there is a significant difference in the civic engagement behaviour with the females outperforming the males as seen in figure 3.32.

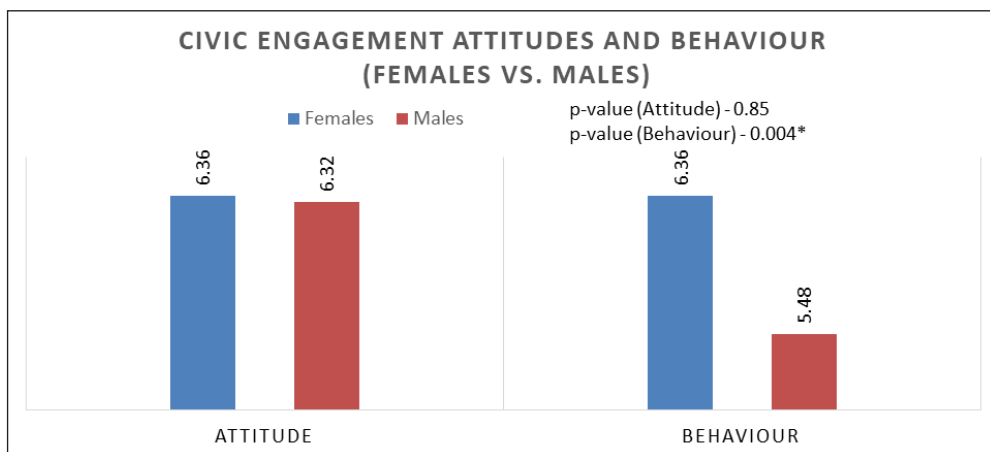


Figure 3. 32 Comparison of civic engagement attitude and behaviour of females and males in Gyalpozhing (*Statistically significant)

A similar result is seen in comparing the civic engagement attitude and behavior in voters and non-voters with the voters being more civically engaged (figure 3.33).

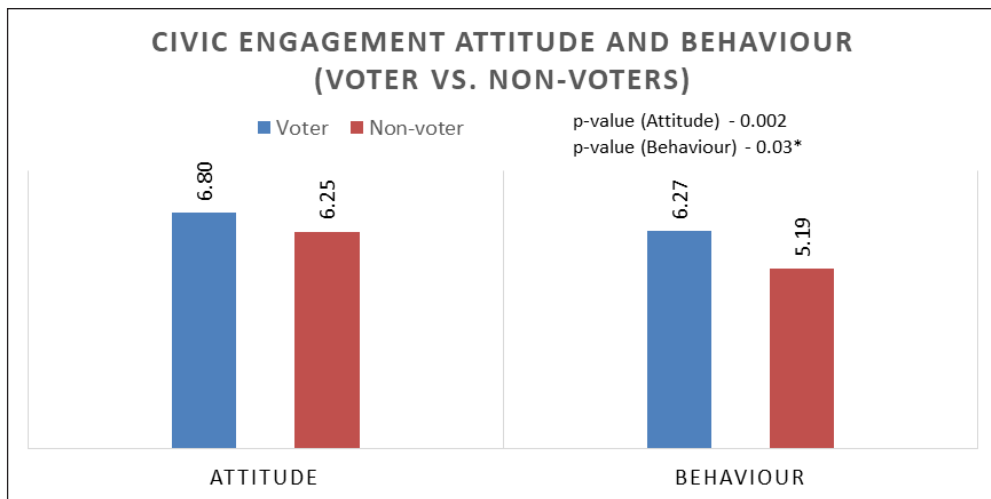


Figure 3. 33 Comparison of civic engagement attitude and behaviour of registered voters and non-voters in Gyalpozhing (*Statistically significant)

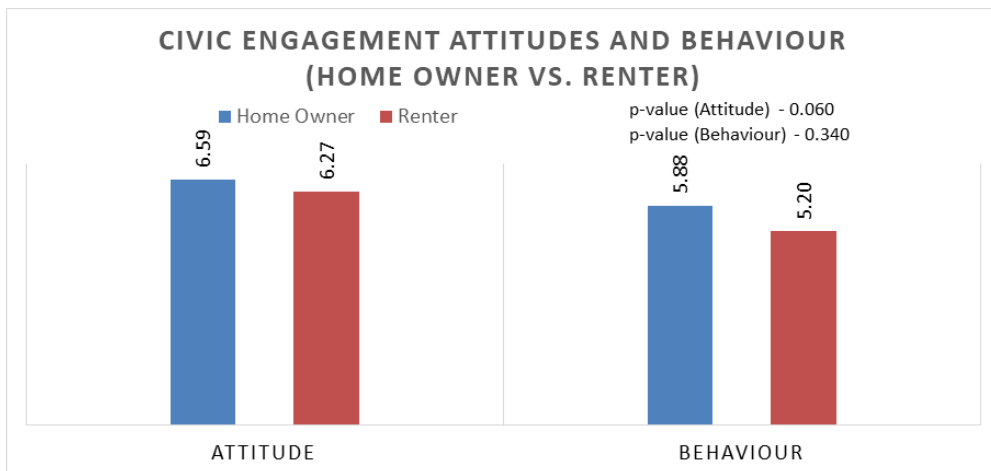


Figure 3. 34 Comparison of civic engagement attitude and behaviour of home owners and renters

There was no difference in the civic engagement attitudes and behavior of home owners and renters.

ii. Community Involvement

The residents of Gyalpozhing also presented high community involvement with 60% (19/32) claiming to be “involved” and 31% (10/32) only “slightly involved” in the community as shown in figure 3.35. Participation during the Tshechu and Rimdos at the community Lhakhang, in cleaning campaigns and contributions and donations were examples of how the residents were involved. The students at the college carry out social service activities such as awareness campaigns and reaching essential goods to remote villages in the area.

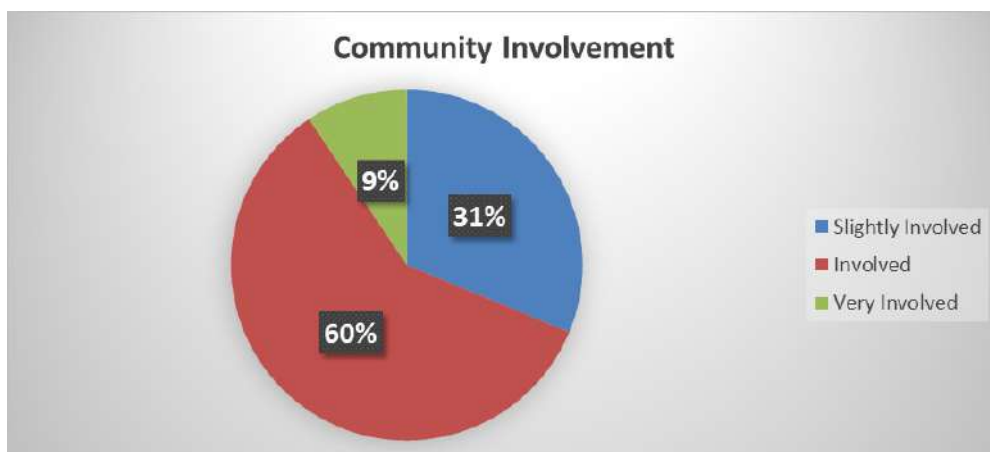


Figure 3. 35 Community involvement by members of Gyalpozhing town

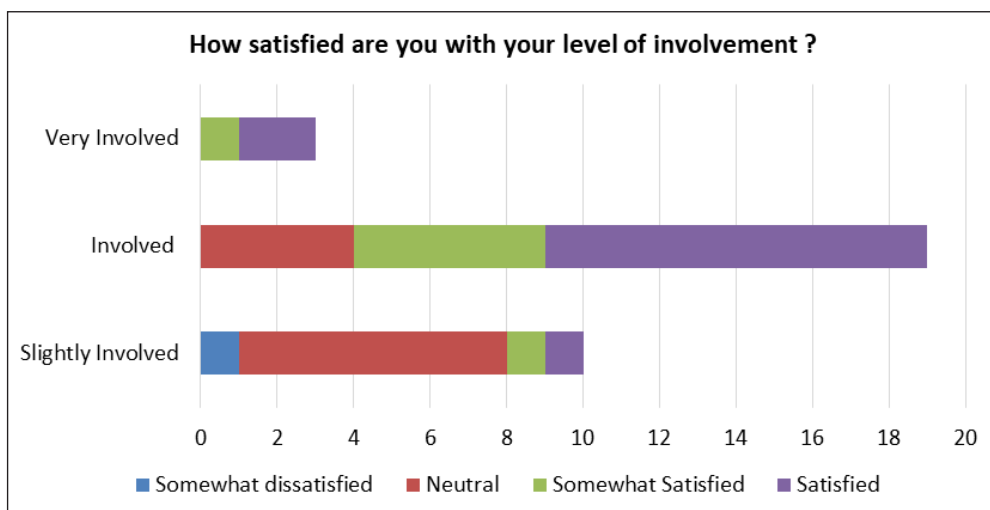


Figure 3. 36 Community members' satisfaction with their level of involvement in the community

The respondents were mostly “satisfied” with their level of involvement in the community while some were indifferent to their level of involvement in the community (see figure 3.36 above). Figure 3.37 shows that students and self-employed people felt that they were involved in the community while some employed people felt only “slightly involved”. This could indicate that the employed people felt more obliged to commit to their profession than on community matters. Accordingly, more employed people selected “lack of time” as the main reason why they were not more involved in the community (see figure 3.38). Some other responses indicated that lack of knowledge and the lack of opportunity as the main reasons for not participating more. Similar responses are observed in the self-employed and student groups.

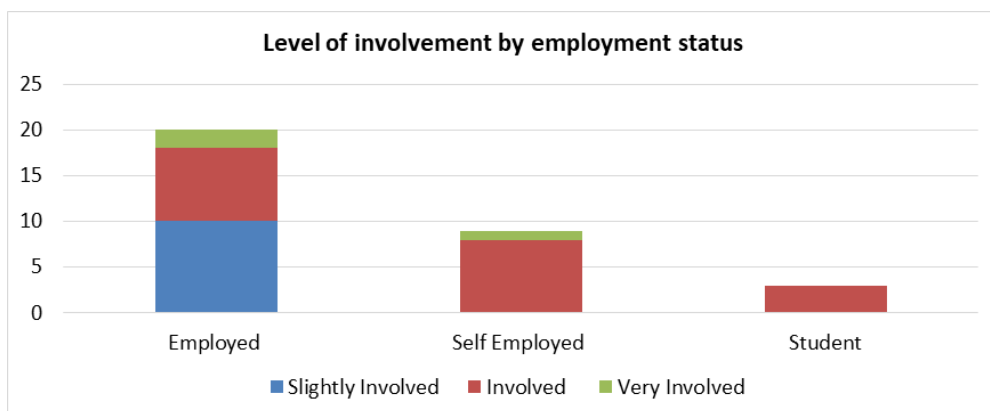


Figure 3. 37 Community members’ level of involvement by employment status

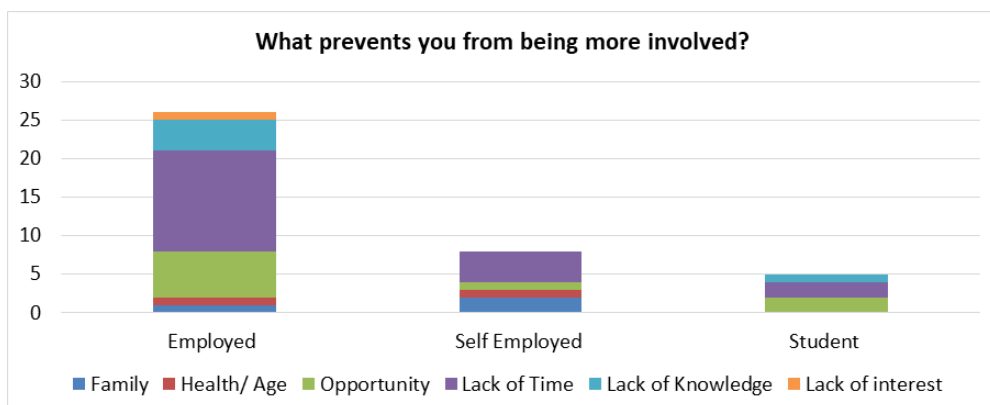


Figure 3. 38 The reasons for not being more involved in the community.

iii. Communication

The respondents felt that the local administration with the residents was “good”. Only 25% (8/32) of the respondents rated it as “fair” because there is not much communication with the Gewog or Thromde offices. College students mentioned that they were not aware of things happening outside their college. The reasons for giving a good rating include the fact that those respondents were members of the business community or sector heads.

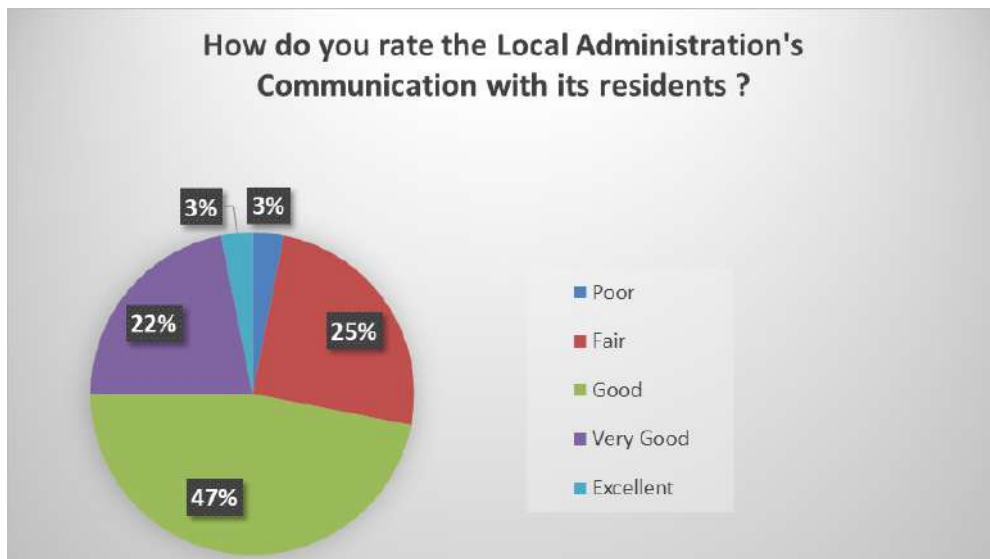


Figure 3. 39 The ratings for the local administration's communication with the residents

As seen in figure 3.40, 50% (16/32) of the respondents hear about community news and events through WeChat and other social media platforms. 34% (11/32) indicated that they hear the news in person through their friends or neighbours while 16 % (5/32) said they hear the news directly from the members of the local administration or municipal office. This 16 % could be representatives of the business community or heads of the sectors in Gyalpozhing such as the college, school, hospital and other corporations.

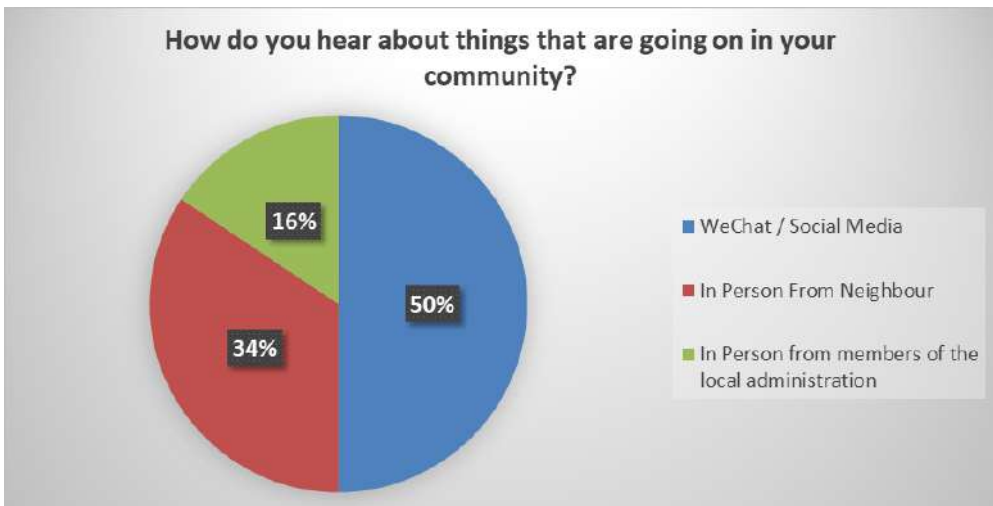


Figure 3. 40 The method by which the respondents hear about community activities

Regarding the kind of information, the respondents would like from the local administration, they indicated that they would like information on planning and developmental activities, farming practices and any and all kind of information regarding the community and even about social issues (figure 3.41). Students indicated that they would like to be informed of opportunities to volunteer within the community.



Figure 3. 41 The kind of information residents would like to receive from the local administration

While 31% (10/32) of the respondents wanted to hear community news on WeChat and other social media platforms, 25% (8/32) preferred to read about the news via email, text messages or official letters. 17% (6/32) and 16% (5/32) wanted to hear this news in person or through a phone call while 9% (3/32) preferred to hear the news through community meetings (figure 3.42). Preference for these methods indicate comfort with the means of communication, while an educated person such as a college student or a civil servant or a corporate employee may prefer reading about the news/activity; a person who cannot read may prefer to hear the news in person during meetings or through a phone call.

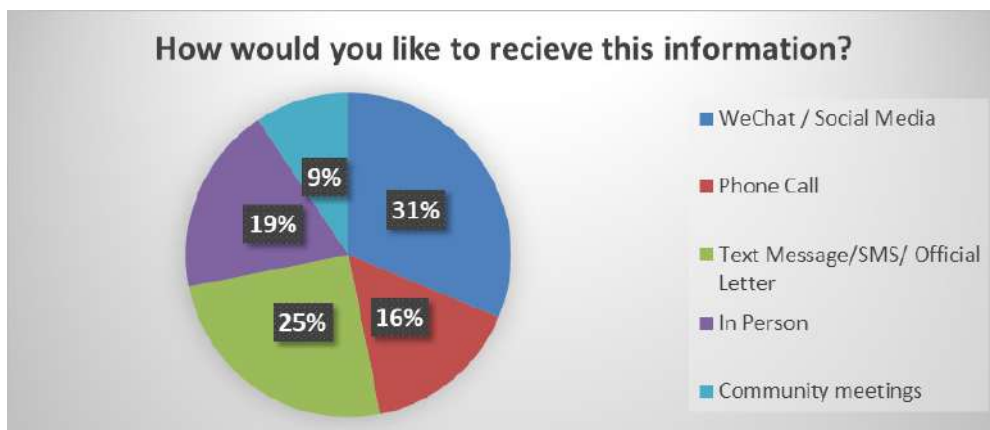


Figure 3. 42 The method by which the respondents want to receive community information

The preferred methods to express personal opinion on community issues include social media and during community meetings as seen in figure 3.43 below.

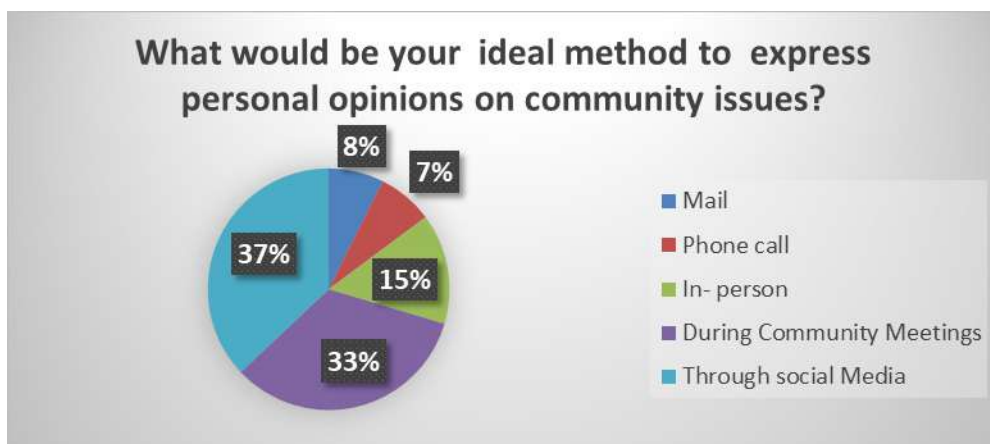


Figure 3. 43 The preferred method by which the respondents want to express personal opinions on community issues

iv. Main Issues:

The issues highlighted by the respondents in Gyalpozhing are the lack of clean drinking water. Water scarcity has always been an issue in Gyalpozhing and adding to that the flash flood that washed away the source further contributed to the poor quality and supply of water in the town area. This issue is now being addressed through the “Gyalpozhing water project” which commenced in 2021. Though it may take some time to complete the huge project the residents on Gyalpozhing can rest assured that they will have copious amounts of clean drinking water.

Table 7: Issues highlighted by the residents of Gyalpozhing

Issue	Number of times it was mentioned
Drinking Water Supply and quality	19
Accommodation/housing	4

Another issue mentioned was the lack of houses and apartments for rent. While most sectors and corporations have residential complexes to accommodate their employees, it is not enough. A resident complained of living in an attic of the building which becomes unbearable during the hot summer temperatures but since there are no other options they have to keep living in the same apartment. The LAP for Gyalpozhing town was approved in 2015 and some developments are currently under way.

Speaking to officials of the Gewog administration, although Gyalpozhing is considered part of the Mongar Gewog, there is not much input from the Gewog towards the development of Gyalpozhing. The developments are controlled directly through the Dzongkhag administration. The only time a registered voter in Gyalpozhing contacts the Tshogpa is to pay the yearly rural life insurance or Mi-threy. There are about 10 households from Gyalpozhing town under the Gewog’s records but according to the Gewog administration no one from these households come to pay the rural life insurance fees. The members from these households do not reside in Gyalpozhing so it is not clear if they have transferred their census to another place or not. The Gewog officials also mentioned an instance of a plot of land in Chali Gewog which falls under the Gyalpozhing demarcation but since records are still maintained by Chali they pay tax to the Chali Gewog.

3.4 Study Site 4: Gedu, Bongo Gewog, Chhukha.

3.4.1 Boundary/ Demarcation:

Gedu is a small satellite town in Bongo Gewog under Chhukha Dzongkhag. The Thimphu-Phuntsholing national highway passes through the main town area. Gedu is a peri-urban settlement that grew firstly due to the establishment of the Tala Hydroelectric project and later with the establishment of the Gedu College of Business Studies. According to the delimitation map of Bongo Gewog, Gedu_Miritsemo make up one chiwog under this Gewog as seen in figure 3.44 below (ECB, 2011).

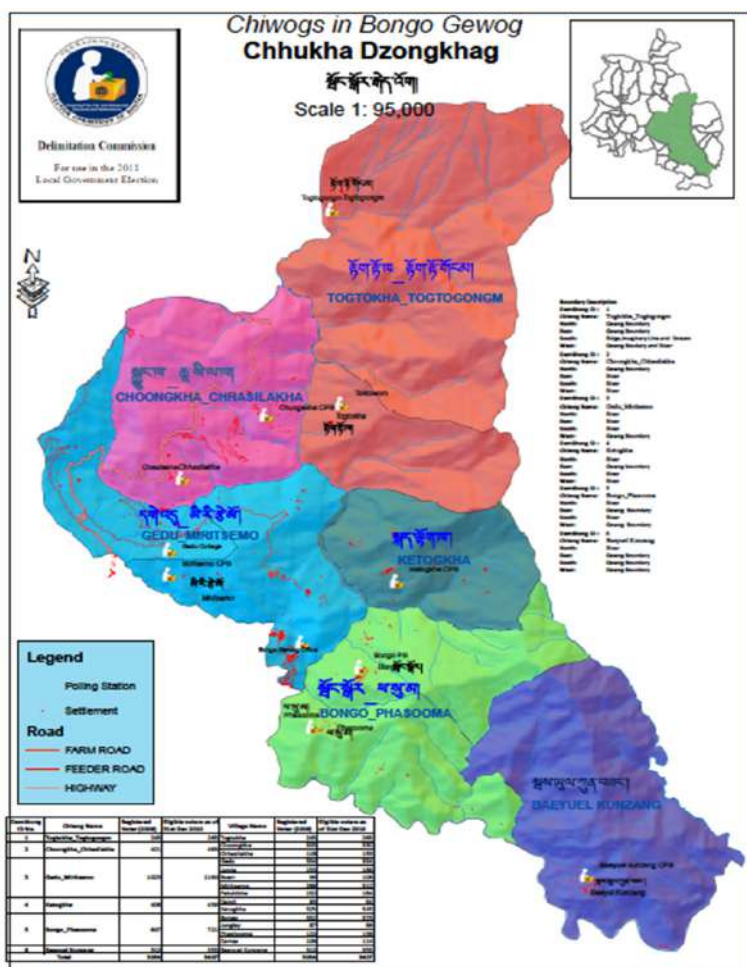


Figure 3. 44 Delimitation map of chiwogs under Bongo Gewog, Chhukha Dzongkhag (ECB, 2011). Red rectangle indicating location of Gedu town

The planning boundary of Gedu town obtained from the Department of Human Settlement, delineate the boundary of Gedu town on both sides of the highway between Lapsakha and the Meritsem Junction (See figure 3.45 below).

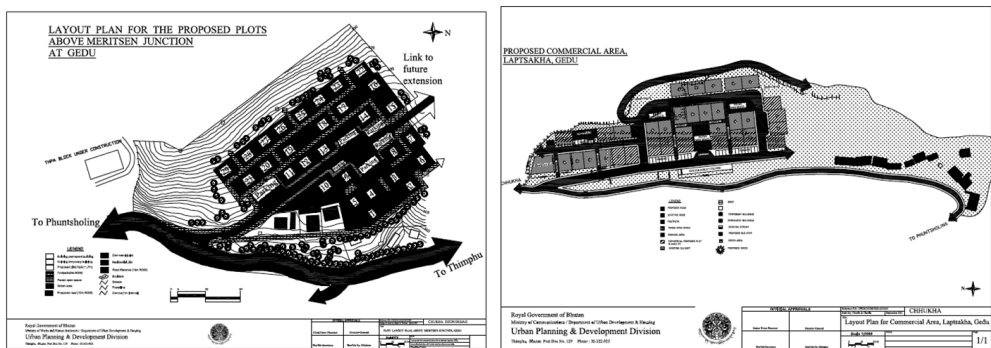


Figure 3. 45 Planning Boundary of Gedu Town in three areas along the Thimphu-Phuntsholing Highway. (DHS, MoWHS, 2020)

3.4.2 Population:

The population of Gedu according to the PHCB 2017 is 2849 people with 461 households. Gedu town developed in the 1998 with the establishment of the Tala Hydroelectric project Authority (THPA). The project provided growth opportunities and contributed significantly to the town infrastructure development. The population in the early years was made up mostly of the employees of THPA but now that the construction of the project is complete most of the workers left and the remaining population consist of business community members, corporate employees and members of the educational institutes.

3.4.3 Institutions/ Facilities:

The establishment a 20 bedded hospital, water supply and communication facilities in Gedu can all be attributed to the THPA.

The project also built residential complexes and schools for the families of their employees.

Gedu Higher secondary school and Gedu college of Business studies with a total of 1584 students are also located within the community.

Corporations like BPC, BOB, BNB and divisional forest offices also have branches in the town.

3.4.4 Governance:

The 562 registered voters of Gedu vote for the Gup of Bongo Gewog and the Tshogpa of the Gedu_Miritsem chowog. The registered voters represent only 19% of the population in Gedu. According to the local government officials, they do not have any kind of interaction with the residents of the town because most of them are not registered voters in the community. Even with the residents that are voting members of the community there is not much interaction with the Gewog office. Gedu town services are not provided by the Gewog administration rather they are provided by the Dzongkhag administration and taxes such as land tax and service tax are paid directly to the Dzongkhag Municipal.

Like in the other towns previously discussed, Gedu town also has a BCCI Theumi who represents the business community and is a member of the Dzongkhag Business Development Committee.

3.4.5 Civic Engagement:

A total of 25 respondents filled out the survey questionnaire. 13 of them were females, 6 were registered voters in the community and only 3 of the respondents were home owners. Data was analysed as described in the preceding sections.

i. Civic Engagement Attitudes and Behaviour

The respondents of Gedu town scored pretty low in civic engagement behaviour and attitude when compared to the three other study sites. Comparing the civic engagement attitude with the civic engagement behaviour, the respondents scored higher on the attitude and lower on the behaviour indicating that even though the idea is there, there is not much action. The difference between the attitude and behaviour was also statistically significant with a p-value of 0.0007.

Table 8 Civic Engagement

	Attitude	Behaviour
Mean	5.87	4.74
Variance	1.32	1.17

Comparing the means for the civic engagement attitude and behaviour of the females and males, the data indicates that the females are more civically inclined in both attitude and behaviour. The difference between the two is also statistically significant as seen in the figure 3. 46 below.

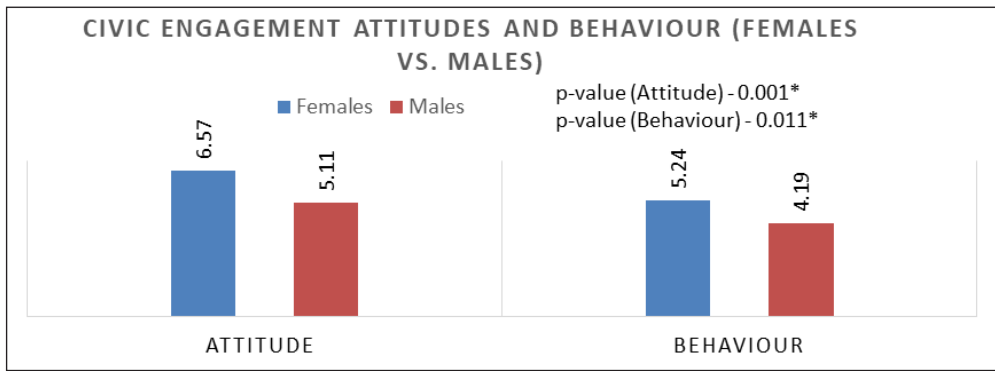


Figure 3. 46 Civic engagement attitude and behaviour differences seen in Female and male respondents. (* indicating statistical significance)

Comparing the civic engagement attitude and behaviour of voters and non-voters in the community did not show any difference (figure 3.47). There was a significant difference in the civic engagement attitude of home owners compared to renters but that difference was not observed in the behaviour (figure 3.48).

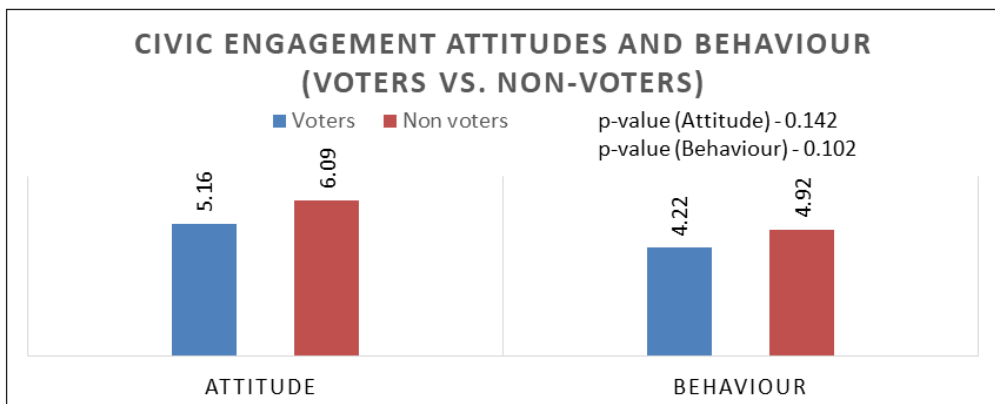


Figure 3. 47 Comparison of civic engagement attitude and behaviour in voters and non-voters.

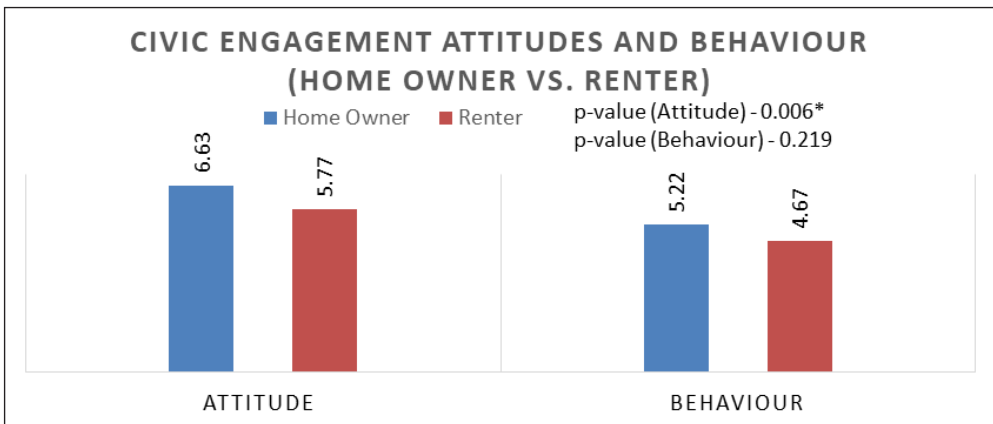


Figure 3. 48 Comparison of civic engagement attitude and behaviour in home owners and renters. (*denotes statistical significance)

ii. Community Involvement

Only 4% (1/25) of the respondents indicated they were uninvolved in the community as seen in figure 3.49. 36% (9/25) of the respondents said they were only slightly involved while 20% (5/25) stated they were very involved. On the whole the majority of respondents felt some level of involvement in the community. When residents were asked about their satisfaction with how involved they were in the community, 60% (15/25) said they were neutral about it; indicating that they didn't really care about whether they were involved in the community or not (figure 3.50).

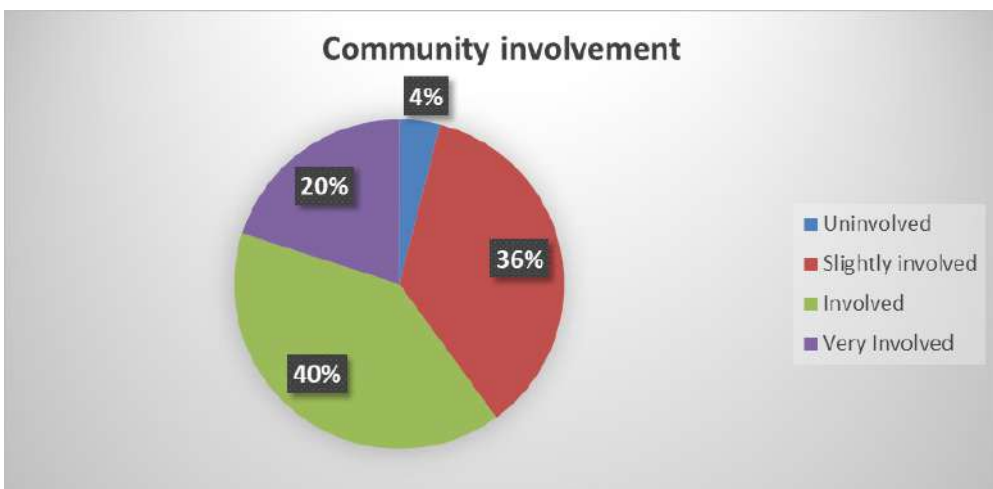


Figure 3. 49 The residents' perception of how involved they are within the community

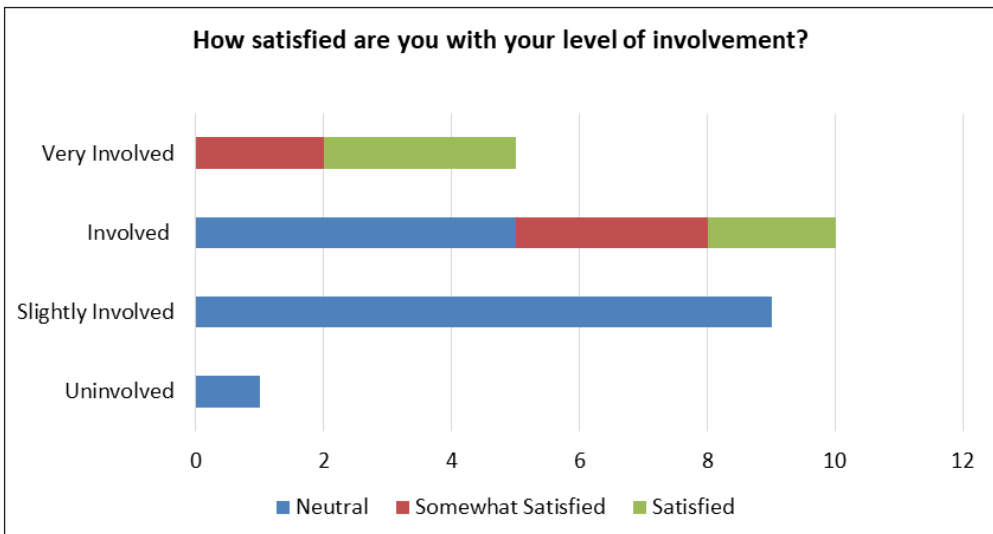


Figure 3. 50 The respondent's satisfaction with how involved they are within the community

Only the self-employed group had indicated high level of involvement with the community (figure 3.51). This group includes the business community members who may be more committed to serving the community. In the student group, majority indicated that they were only slightly involved in the community which is understandable as they are mostly dependent on the college and not on the community. Some of the students said they were involved in the community; these include the students who are members of the community partnership centre clubs within the college.

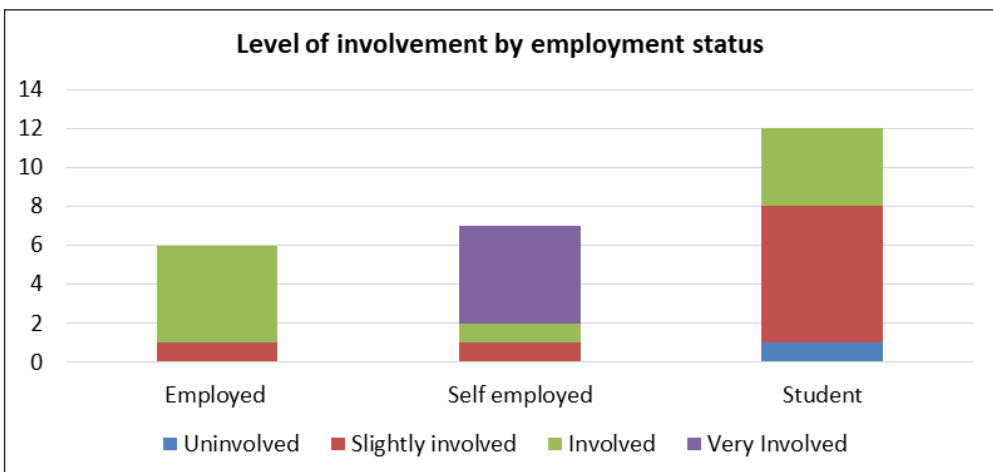


Figure 3. 51 The level of involvement and the employment status

Similar to results from the other study sites, “Lack of time” was the number one reason why people were not more involved within the community (figure 3.52). Respondents also indicated that the lack of opportunity was the reason why they were not more involved.

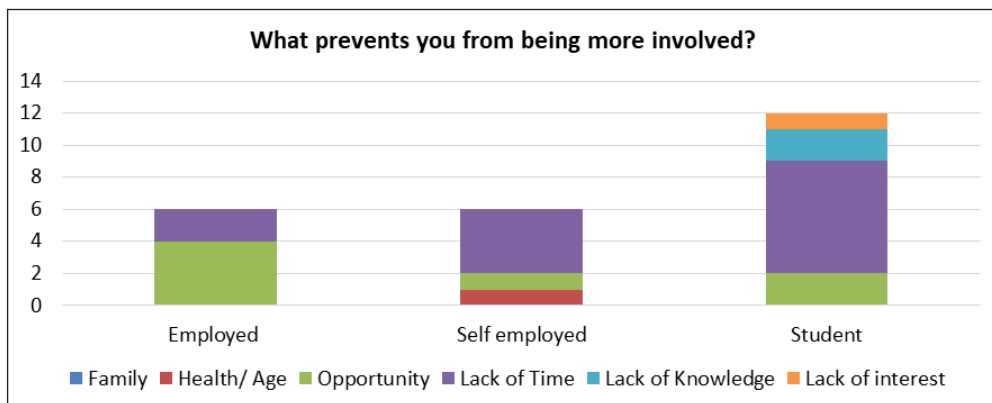


Figure 3. 52 The reason for not being involved more and the employment status

iii. Communication

As seen in figure 3.53 below, the 60% (15/25) of the respondents in Gedu feel that the local administration had good communication with its residents. Some commented that they only communicated when necessary and the relationship between the residents and local administration was good. And 32% (8/25) rated it as “Fair” because they did not observe much interaction with the Gewog office and that they received information from the Gewog office only sometimes.

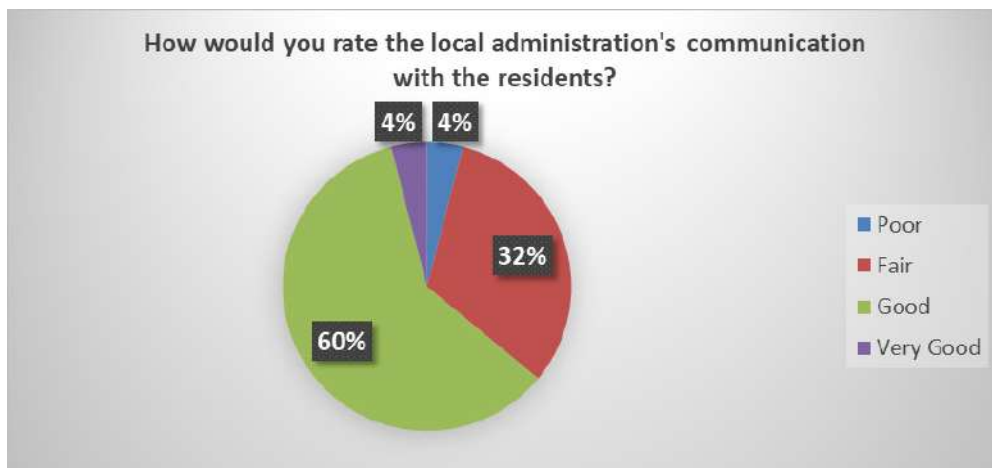


Figure 3. 53 Communication rating for the Gewog administration

More than half of the respondents hear about the things going on in the community from WeChat and other social media platforms. 28% (7/25) stated that they hear it from their neighbours (figure 3.54)

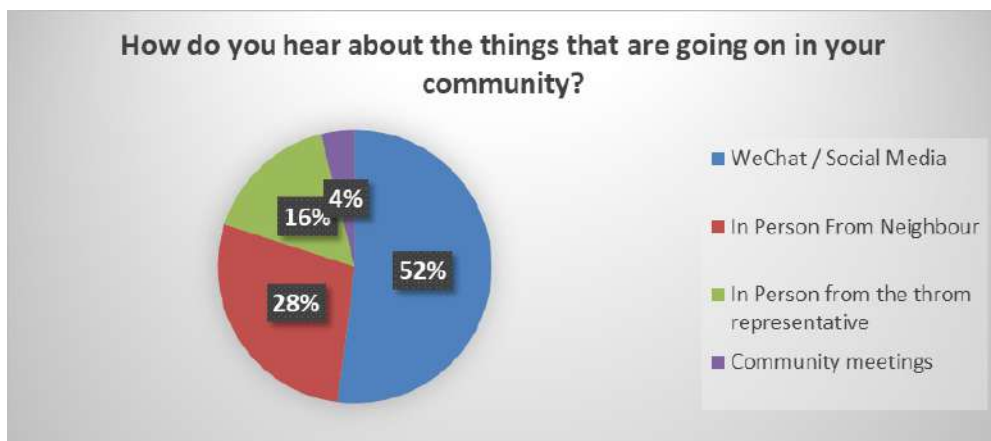


Figure 3. 54 The methods in which people hear about community activities

40% (10/25) of the respondents wanted to hear current news about community events and activities so that they could participate more in those activities (figure 3.55). 32% (8/25) indicated that they would like to hear about planning and developmental activities. 16% (4/25) of the respondents indicated that they would like to hear about opportunities to serve the community. These respondents are the college students who are members of the community partnership centre and want to hear about the opportunities to contribute their services.

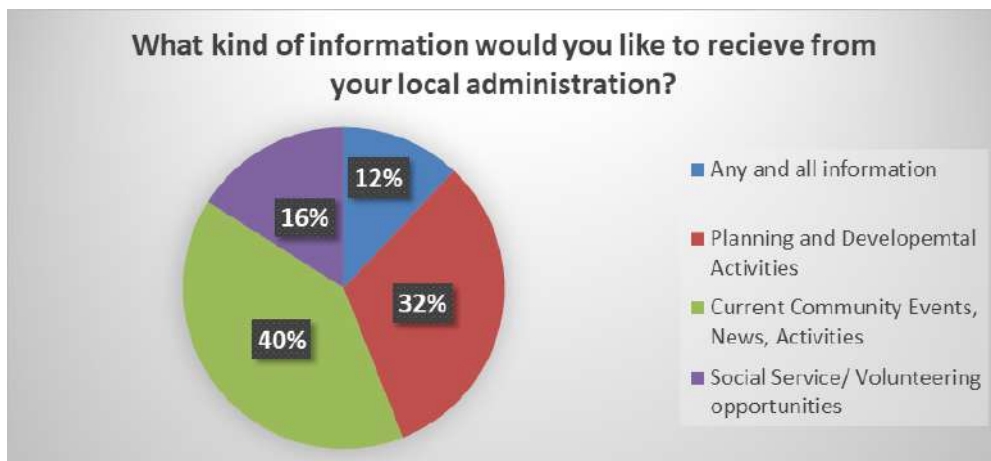


Figure 3. 55 The kind of information residents would like to hear from the local administration

The preferred method to receive this information was WeChat or other social media platforms (figure 3.57). 20% (5/25) of the respondents wanted to receive this information during community meetings, 16% (4/25) wanted to hear it directly from the concerned officials and 16% (4/25) wanted it in written form either in text messages or official letters.

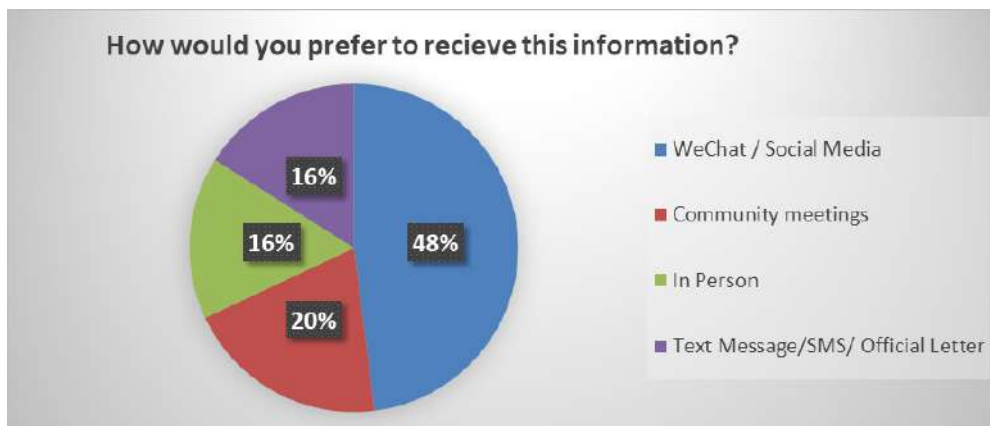


Figure 3. 56 The preferred methods by which respondents would like to receive information from the local administration

In contrast to how they would like to receive information from the local administration; 52% (13/25) indicated that they would express personal opinions on community matters directly to the concerned authority in person (figure 5.57). 28% (7/25) preferred to call in while 20% (5/25) preferred to use the community meeting platforms to raise the issues.

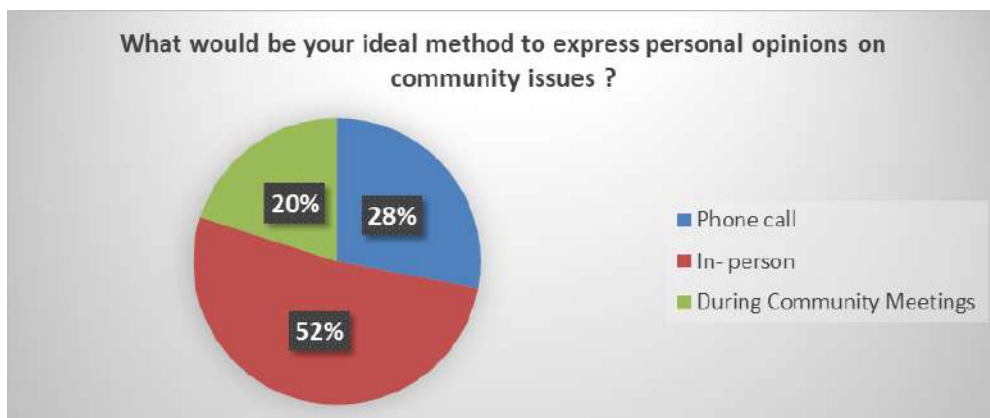


Figure 3. 57 The preferred methods by which respondents would like to express personal opinions on community issues

iv. Main Issues:

Considering that development of Gedu town started in the late 1990's with the establishment of THPA, there are not many pressing issues that are disrupting the lives of the residents. Hence the issues listed by the residents in the table 3.8 below are varied.

Table 9: Issues mentioned by residents of Gedu town

Issue	Number of times it was mentioned
Improper planning and development	1
Rent too high	1
Truck Parking	1
Stray Dog Population	3
Water issue	2
Waste management	2
Domestic animals/Stray Cattle	2
Social Issues (Alcoholism, Drugs)	2

During the focal group discussions, the community members raised the issue that Gedu is considered an urban town it does not have any representation in the Gewog administration or in the Dzongkhag administration. As previously mentioned, the infrastructure development is looked after by the Dzongkhag administration but the residents would like to have some say in the development of the community, they reside in.

Other issues mentioned by the local administration regarding Gedu town is the existence of some plots of land with the town area that are still designated as rural land. While most of the land owners in Gedu pay land tax directly to the Dzongkhag and pay urban (commercial) tax rates, a few land owners pay tax to the Gewog administration as their land is still designated as rural land and under the Gewog records. There is a need to properly clear up this issue as it does not seem fair for landowners within the same urban town to have to pay rates.

04 Conclusion

4.1 Governance:

From the case studies described above, it is clear that residents in the four study sites feel under-represented. As seen in the table below, the registered voters in each of the community represent less than a quarter of the residents in the communities. In Kabesa the number of registered voters equalled to 26% of the population while in Trongsa it was 13%, 3% in Gyalpozhing and 18% in Gedu. Discussions with the members of the local administration indicated that there is not much involvement or service delivery to the residents of these areas.

Many of the residents of Kabesa only live there only because of its proximity to Thimphu Throm where they are employed. By virtue of being near the Dzongkhag headquarters Trongsa Throm also hosts a lot of civil servants, corporate employees and business people who are originally from other parts of Bhutan. Similarly, Gyalpozhing and Gedu population is made up of people who reside in the community mainly for work or study. This is a prominent feature of urban populations where a major part of the population is not originally from the community. For example, Thimphu Throm had a population of 114,551 people in 2017 but it still had only 8094 registered voters during the 2021 Thromde elections. (PHBC, 2017 & ECB, 2021).

Although the governance system in Kabesa is well established through the functions of the Tshogpas, Mangmi and Gup of Kawang Gewog, some residents still felt that they should be invited to the zomdus and be informed and involved in the decision-making process. The only time there was interaction with the members of the local administration was when chiwog zomdus were held and even then, only members of the voting population were included. Of the people who are invited and attend the zomdus (mostly the voting population in the community); the members of the local administration felt that some people were only sent as representatives of the households so that they would not incur the fines for not attending the meeting. The person sent to attend the meeting could

not contribute to the discussion and was unlikely to decimate the information from the meeting to the rest of the household. Hence, there is a lack of meaningful civic participation. In Trongsa Throm, a Throm Theumi/ Ngotshab was elected by the voters but there seems to be some confusion on the exact functions of the Theumi whether the municipal should function under the Theumi just as the Gewog administration functions under the Gup. Currently, the municipal is headed by the Dzongkhag engineer and development plans are based on the Local Area Plans and the Municipal committee which is chaired by the Dzongda. There are no explicitly stated roles for the Theumi such as the ones existing for the Tshogpas and Gups. There is no mention of a Throm Ngotshab or a Theumi in the LG Act or the Election act. The LG Act and the Election Act only mention the powers and function of a Thromde Tshogde but the lone Throm Theumi does not constitute a Tshogde. The Theumi is supposed to represent the Throm in the Dzongkhag Tshogdu but there are no standard operating protocols for the Theumi to conduct meetings with the community members take agendas to the Dzongkhag Tshogdu. As developmental activities are under the direction of the Dzongkhag, all budgetary decisions are also taken by the Dzongkhag so the Theumi does not have any decision-making power like the Gups or Tshogpas. Consequently, the Throm Theumi has been functioning as a messenger between the Dzongkhag administration and the community in the Throm. The Throm Theumi has responsibility towards the people who elected him as the Theumi but essentially has no power to bring about developmental and policy changes in the community. Regarding community involvement in the decision-making process, the Dzongkhag Administration stated that there has been a lot of consultations with the public in regards to the public infrastructure. But including just a handful of residents in the community during those meetings may not be representative of the public in its entirety.

A similar situation is observed in Gyalpozhing and Gedu towns, where the registered voters elect a Tshogpa for the chiwogs they are under but the community people have no further interaction with the Gewog administration. As urban towns within the Dzongkhag, all services are provided by the Dzongkhag and developmental activities are implemented through the Dzongkhag administration. There is no platform for the community members to express their opinions on the developmental and planning processes.

Being urban towns, the main economic activity is business so these study sites have a well-established business community. The Bhutan Chamber of Commerce and

Industry (BCCI) Theumi used to represent the Dzongkhag business community but it didn't have a proper platform for regular consultations with its members so in 2021 BCCI formed the Dzongkhag Business Development Committee as a consultation platform at the Dzongkhag level to enhance "participation of the grassroots in the process of policy advocacy and business facilitation" (BCCI Newsletter, 2021). The business communities of the Trongsa, Gyalpozhing and Gedu towns now have a formal representation through this platform. Currently the Throm Theumis of many of the Dzongkhag Throms as serve as the BBCI Theumi creating more confusion in the what the precise role of the Throm Theumi to the Dzongkhag Tshogdu.

Another similarity in these three peri-urban settlements is that most of the residents are onsite only because of their jobs or occupation and most of the services are provided to them by their employers. For example, most of the corporations and educational institutions have designated housing for their staff. That being the case, most of these residents have their needs taken care of by their employers so they don't require the services of the local administration. If there is any message or information that needs to get to the residents, it is relayed to them through their sector heads. So, there is not much of an information flow or communication directly with the local administration. With their current needs already taken care of, residents in all these places wanted to participate and contribute to the planning and developmental plans of these settlements. More than contributing to the discussion most of them wanted to be notified and aware on the developmental plans. The table below shows a summary comparing the features of the four study sites -

Table 10 : Summary Table comprising of the features of the four study sites

Study Site	Area (Sq. Km)	Estimated Population (2017 PHCB)	Number of Eligible Voters	Governance structure	Service Providers	Examples of Civic Engagement
Kabesa (encompassing three chiwogs under Kawang Gewog)	1.99	3812	638	Eligible voters elect Tshogpas for Dazhi_Zhoushuel, Chhamingnang_Chhoekor and Kuzugchen chiwogs, Mangmi and Gup of Kawang Gewog, who represent them in the Dzongkhag Tshogdu.	Routed through Kawang Gewog Administration and then to the Thimphu Dzongkhag Administration	Waste management & community cleaning campaigns, community festivals and events, community forest group, drinking water association, building of drains and roads in the community and contribution of labour in agriculture and farming activities.
Trongsa Throm	2.05	3122	425	Eligible voters elect a Thromde Ngotshab for Trongsa Throm, who represent them in the Dzongkhag Tshogdu.	Routed through the Municipal office and then to Trongsa Dzongkhag Administration	Public were consulted for location and planning of the multi-level car park. Participation in cleaning campaigns, community development, sterilization of dog population, donations and in religious ceremonies.

Study Site	Area (Sq. Km)	Estimated Population (2017 PHCB)	Number of Eligible Voters	Governance structure	Service Providers	Examples of Civic Engagement
Gyalpozhing	1.62	2629	83	Eligible voters elect Tshogpa for Gyalpozhing _Wangling chiwog. Mangmi and Gup of Mongar Gewog but are not represented by them in the Gewog Tshogde. Instead, the BCCI Thuemi represents them in dealing with the Municipal office of the Dzongkhag Administration.	Mongar Dzongkhag Administration	Participation during the Tshechu and Rimdos at the community Lhakhang, in cleaning campaigns and contributions and donations.
Gedu	Not Available	2849	562	Eligible voters elect Tshogpa Gedu _Miritsem chiwog, Mangmi and Gup of Bongo Gewog but have no representation in the Gewog Tshogde. Instead the BCCI thuemi acts as a representative in dealing with the Municipal office of the Dzongkhag Administration.	Chukha Dzongkhag Administration	Participation in cleaning campaigns, waste management, religious activities, zomdus.

4.2 Civic Engagement:

Civic engagement attitudes of the residents in all the four study sites scored on the higher side and there was significant difference between the attitude and behaviour of the respondents in the study sites illustrating that there is less civic engagement behaviour in reality.

Residents were mostly involved in community cleaning campaigns, cultural and religious activities and in social service activities. Many were indifferent to their level of involvement in the community. The lack of time, knowledge and opportunity were picked as the top reasons why people could not be more involved indicating the desire to be involved in community meetings and activities.

Residents expressed that they wanted to be invited to community meetings and zomdus so that they are more aware about the developmental activities and new policies in their community. Residents even stressed that even though they are non-voting members of the community they should be given a voice as they make up a majority of the population in these communities. Residents wanted to be more involved in community development and decision making for their community.

Communication with the local administration was rated high in all four study sites indicating that residents feel they are well informed about the community. Although various social media platforms were used for communication it would be important for the local administration to keep track of the number of residents in their community who are digitally illiterate and would need to depend on other forms of communication. Most of the respondents felt that expression personal opinions should be done verbally in person indicating a lack of trust or confidence in the other forms of communication. They would prefer face-to-face communication or verbal communication over the phone ensuring that their message is passed on clearly and understood by the receiver. Few respondents felt that feedback regarding certain issues was not relayed to the residents so it would be important to ensure that the local administration try to address all enquiries and issues.

4.3 Peri -Urban Issues:

The main issues existing in the peri-urban study sites is that although three of the study sites namely Trongsa, Gyalpozhing and Gedu are considered as urban towns and planning and development in these areas is guided by the urban planning policy, they still do not have representation as proper Thromdes.

For example, in Gyalpozhing and Gedu, eligible members vote for Chiwog Tshogpas, Gup and Mangmi but development and services for people in these two places are provided by the municipal administration. The Tshogpas, Mangmi and Gups that the people voted for are unable to provide services to the people in these towns. The budget that the Chiwog gets for developmental purposes may be based on the population in these areas but as its services are directly provided by the municipal and Dzongkhag administration the budget must be utilized in other villages under that chiwog. In the case of the Thromde Ngotshab, the budget is looked after directly by the Dzongkhag administration so currently the Ngotshab has no say in how the budget gets used to serve the people of Trongsa Throm.

Another issue is that tax collected in the Throm areas are different from the rural tax rates but there still are few plots of land which fall in the Throm boundary but as the land record is still with the Gewog administration, these plots are considered rural land and pay tax to the Gewog rather than the Dzongkhag. Although these cases may be outliers, these cases were found in both Gyalpozhing and Gedu. Lastly as in mentioned in the case of Trongsa Throm, eligible voters in the Throm still have their census and house numbers recorded in the Gewog so they are able capitalize on the benefits of both the rural and urban areas.

04 Recommendations

The following recommendations are made based on the conclusions above. The recommendations have been segregated into short term and long-term interventions.

5.1 Short Term Interventions

The following are considered short term interventions as they may be achieved in the next 5-10 years.

a) **Development of Terms of Reference for Throm Theumi/ Ngotshabs**

It is vital to develop a document which explicitly states the roles and responsibilities of the Throm Theumi so that there is a clear understanding of what the Theumi is supposed to be doing. This should be there for accountability purposes too. Apart from being an elected member of the Throm and representing the Throm in the Dzongkhag Tshodgu what additional functions is the Theumi supposed to perform. As a member of the Dzongkhag Tshogdu and the chair of the municipal committee there seems to be some overlap between the Dzongda's role and the Theumi's role. The document should clearly state relationship between the Theumi and the municipal so that each one understands their responsibilities and powers. The document should also state the standard operating procedures of how often the Theumi should meet with his community members and where and how these meetings should take place. Additionally, there should be a section on finance and budget allocation and use. Representatives of the people should understand where the budget is coming from and for what purposes it should be used for and how it is to be used.

Finally, as most of the Throm Theumis take up the role of the BCCI Theumi, a clear TOR for the Throm Theumi is required so that there is less confusion and lapses are minimized.

b) Establish proper delimitation and representation for Gedu and Gyalpozhing

It does not make sense for the voters in Gyalpozhing and Gedu to vote for Chiwog Tshogpas as the Chiwog does not provide any service to the residents in these towns. Proper delimitation exercises should be conducted so that there are no inconsistencies in the presence of rural plots in urban town areas. With the increasing population of these towns, residents would need proper representation in the government in future. The Election Commission, Ministry of Work and Human Settlement and the Ministry of Home and Cultural Affairs should jointly streamline the demkhong boundary, town boundary and update the census of the community members. The voters in these peri-urban towns should have representation either in the form of the chiwog Tshogpas they are currently voting for or even the Thromde Ngotshabs as they are urban towns within these Dzongkhags.

c) Integration of sectors and agencies in land governance and development

According to Nuhu (2018), peri-urban land governance is shaped by divergent or complimentary roles of actors such as, government, Private sector and land owners emanating from their authority, power and interest which affect the land governance process. In Bhutan, numerous agencies such as the Ministry of Work and Human Settlement, Ministry of Home and Cultural Affairs, The Election Commission of Bhutan, the Local Government, the private sector, Academic institutions, local communities and land occupiers are involved in the process of land access, use and transformation. There is a need to establish proper lines of communication and consultation among all these agencies so that development of peri-urban settlements can occur fluidly without any lapses such as the ones discussed in the sections above. Although the four study sites have already established structural and Local Area Plans in the works, it would be necessary to integrate the activities of all of the agencies mentioned to address the development of other peri-urban settlements in Bhutan.

These agencies need to work together to develop proper guidelines for

the governance, service provision, structural and local area plans, urban developmental plans etc. of any peri-urban settlements that may pop up in the future. A document/ Master Plan of Peri-urban settlements in Bhutan need to be established to record and direct the development of such settlements.

5.2 Long Term Interventions

The following are considered long term interventions as they should be ongoing processes which will continue in order to create a civically engaged population. At the apex, a civically engaged citizen would be involved in decision-making regarding public policies through various processes, mechanisms and techniques (Civic engagement in public policies toolkit, 2007). The level of engagement or participation starts with informing, a one-way relationship where the government passes information along to the citizens. The next level is consultation, a two-way relationship where the government consults the public and the citizens provide their opinions and feedback regarding programs and projects or services provided by the government. At the highest level of civic engagement is active participation where citizens are involved in proposing or shaping policy/programs in activities such as participatory budgeting. The table below shows a detailed model of public participation illustrating the increasing levels of public participation.

INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
OBJECTIVE	OBJECTIVE	OBJECTIVE	OBJECTIVE	OBJECTIVE
To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public issues and concerns are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.

PROMISE TO THE PUBLIC	PROMISE TO THE PUBLIC	PROMISE TO THE PUBLIC	PROMISE TO THE PUBLIC	PROMISE TO THE PUBLIC
We will keep you informed.	We will keep you informed, listen to and acknowledge concerns, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and issues are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for direct advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.
EXAMPLE TOOLS	EXAMPLE TOOLS	EXAMPLE TOOLS	EXAMPLE TOOLS	EXAMPLE TOOLS
<ul style="list-style-type: none"> • Fact sheets • Web sites • Open houses 	<ul style="list-style-type: none"> • Public comments • Focus Groups • Surveys • Public Meetings 	<ul style="list-style-type: none"> • Workshops • Deliberative Polling 	<ul style="list-style-type: none"> • Citizen Advisory Committees • Consensus-building • Participatory Decision Making 	<ul style="list-style-type: none"> • Citizen' Juries • Ballots • Delegated Decisions

Source: *International Association of Public Participation (IAP2)2000.*

Information sharing with the public should be strategically planned. Local governments should think about the key message to be delivered, the target audience and its relevance to them as well as the relevance of the message to the Local Government itself. Messages should be succinct and clear and can be delivered using techniques such as news and media, newsletters, telephone, social media, community meetings etc. The accessibility of the message by the people should be considered when deliberating on a technique of information sharing.

The public can be consulted at various stages of planning and development of policies, programs or services. Consultation techniques recommended are discussion groups, and workshops, one-on-one interviews, polls, survey research and web-based consultation such as internet surveys, discussion boards, email feedback etc (civic engagement in public policies toolkit, 2007).

For the purposes of this report, the recommendations will only address the civic engagement at the initial two levels as that is what is observed at the study sites and needs to be strengthened at this point in time.

d) Capacity building and trainings on civic engagement

The first step is to strengthen the capacity in civic engagement of all stakeholders at all levels i.e local, regional and national level. Stakeholders should include the Government, Local Governments, Civil Servants, Business Community, Educational institutes, Public and Private sectors, citizens etc. Workshops and trainings are required to bring all stakeholders to a common understanding of what civic engagement means and what it entails. It would help create an enabling environment for civic engagement. It would reduce the risk of misunderstandings and disharmony within the community. These workshops could also act as networking platforms which bring together all the stakeholders in the community. Training materials and guidelines for civic engagement should be developed for all stakeholders. Facilitation and media skills are essential for a successful engagement. Tailored workshops to address the specific needs of particular audiences should also be developed. For example, the local government administration could have trainings on how to increase and conduct civic engagement exercises. Capacity building and training should be an ongoing process with new materials and methods of civic engagement being discussed as well as new stakeholders being trained.

e) Advocating civic engagement and increasing public participation

In order to encourage the residents of the community to become more civically engaged, advocacy programs and workshops on what it means to be civically engaged and the ways in which one can be civically engaged should be conducted. Currently only the community in Kabesa mentioned a workshop they participated in which encouraged the community to get involved in the decision-making process and advocated the inclusion of all sections of society in the zomodus. Most of the respondents of the questionnaire highlighted the need to create civic awareness to encourage public participation.

Another way to encourage public participation is for the local government to build genuine relationships with the public. Relationships should be based on trust and inclusivity will make people feel a sense of ownership and belonging in the community. Strong communities are built on a foundation of trust and mutual respect (The principles of equitable civic engagement, 2016). The following approach can be used to build good relationships: 1) identify and become familiar with individuals and organizations, 2) establish contact with key individuals and organizations and 3) cultivate lasting relationships. Open and honest and frequent communication is important in building a good relationship. Building a good relationship with its public would also build accountability and transparency in the local governance system.

Thirdly, creating enabling environments where one can freely express one's opinions without the fear of repercussion would automatically encourage more public participation. If one has a sense of belonging to a community where everyone has the common goal of strengthening and improving the community; one would not hesitate to participate and be civically engaged.

f) Creating opportunities to be civically engaged

Once all stakeholders have been trained on civic engagement and an enabling environment has been created; the next step is to create opportunities for the citizens to be civically engaged. These engagement exercises should be designed tactically so that the discussions don't end up in conflict. Voices of disagreement can strengthen civic engagement by offering alternatives and asking tough questions (The principles of equitable civic engagement, 2016). It is important to acknowledge the dissent and respect the difference in opinions without losing focus on the common purpose and goal. As mentioned before strong facilitation and mediation skills are essential for a meaningful civic engagement process.

Another important aspect is that civic engagement programs should be relevant and of interest to the audience. These programs should be accessible and engaging for the target audience. The following can be

used as opportunities to encourage civic engagement in our study sites.

i. Increasing civic engagement by including all residents in community developmental meetings

Although community engagement is high in all the study sites, most respondents felt they were excluded from the planning and development meetings so local governments and administration should aim to be more inclusive and have frequent but short community meetings to interact with the residents. The use of social media and digital platforms is also recommended for faster delivery of information to the residents but taking into consideration the diversity of the community members short and frequent in person meetings are highly recommended.

Respondents to the questionnaire suggested that residents should be informed weeks in advance about the meeting and meetings should be kept short and informative to encourage participation and to make it more convenient for them to attend the meetings.

Other suggestions from the community and local administration included provision of some refreshments or monetary incentives to ensure maximal participation.

ii. Using digital technology to encourage greater civic engagement.

Some members of the Local administration mentioned that the lack of space to conduct such meetings made it difficult for them to involve the whole community. Digital Technology offers opportunities to facilitate a stronger and more inclusive civil society (Dubow, Devaux, & Manville, 2017). The use of WeChat by the Covid-19 task force as a tool for information decimation during the lockdowns last year proved to be useful and still today the chat groups are actively used in all four of the study sites. Social Media and online activism is gaining a large number of users so it would be in the interest of the community development for local administrators to start using these platforms to connect more with their communities. These engagement platforms

would be useful to those who are digitally literate and who do not have the time to attend the community meetings.

iii. Quarterly community meetings

In order to connect with the members of the community who are not digitally savvy, it is suggested that the local administration have scheduled community meetings at least four times a year so that residents may be made aware of recent news and developments in the community and may also express their issues and concerns. Having the meetings four times a year may reduce the amount of time needed for each meeting and may allow more people to attend it. To have the meetings scheduled ahead of time may allow the residents to schedule it in and make time for the meeting. While most members may already be informed through the digital platform, having such meetings would allow for a more personal connection between the community members and the local administration. It is also suggested that these meetings be scheduled in consultation with the public so that most of the residents will find it accessible.

g) Feedback and follow up

Feedback and follow up are also important in the civic engagement process. Feedback in terms of what information or decisions were made during the engagement process, or what activities were conducted after the engagement process would give validation to the participant that their views and opinions were taken into consideration. If no such feedback or follow up activities are given, citizens may assume that the local government was not listening and their contribution was not taken into consideration. This was also mentioned by a few respondents in the study. They felt ignored by the members of the local government even when they didn't get a response to their queries. This could lead to the citizens thinking their opinions are not taken into consideration and discourage them for participating in future. Hence, feedback will encourage participation, enhance clarity, improve relationships and consensus building, and build trust and confidence in the engagement process (Civic engagement in public policies toolkit, 2007).

ANNEXURES

Annex 1: Background documents referred

- Local Government Act of Bhutan, 2009
- Local Government (Amendment) Act of Bhutan, 2014
- Local Government Rules and Regulations, 2012
- National Human Settlement Policy of Bhutan, 2019
- Civic engagement in Public Policies A Toolkit, United Nations, 2007
- National Report: The 3rd UN Conference on Housing and Sustainable Urban Development, MOWHS 2016
- Thromde Rules of the Kingdom of Bhutan, 2011
- The Dynamics of University/ City Government Relationships: It's Personal, Johanne E. Curry, 2016.
- Provo City Citizen engagement report, December 2013
- Foundations of Success: A strategy to improve Civic engagement at the city of Victoria, 2009
- Population and Housing Census of Bhutan, 2017
- Doolittle, A. & Faul, A.C.; "Civic engagement Scale: A validation study." SAGE Open, July-September 2013: 1–7
- McConville, J., & Wittgren, H. B. (Eds.). (2014). THE PERI-URBAN CONTEXT. In *Peri-Urban Sanitation and Water Service Provision: Challenges and opportunities for developing countries* (pp. 1–4). Stockholm Environment Institute. <http://www.jstor.org/stable/resrep00480.4>
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- Dubow, T., Devaux, A., & Manville, C. (2017). *Civic Engagement: How Can Digital Technology Encourage Greater Engagement in Civil Society?* RAND Corporation. <http://www.jstor.org/stable/resrep17637>
- Holley, K. (2016). The principles of equitable civic engagement. Kirwan Institute. Ohio State University.
- Jacquelyn L. Tuxill, Nora J. Mitchell, and Delia Clark. (2009) *Stronger Together: A Manual on the Principles and Practices of Civic Engagement*. Woodstock, VT: Conservation Study Institute

Annex 2:

Questions for Community People

Age:	Gender:	Occupation:
Highest level of Education completed:		
Number of years in residence:		Home owner/Renter
Registered voter of the community:	YES	NO

Please indicate the level to which you agree or disagree with each statement

	Disagree			Agree			
1. I feel responsible for my community	1	2	3	4	5	6	7
2. I believe I should make a difference in my community	1	2	3	4	5	6	7
3. I believe that I have a responsibility to help the poor and the hungry	1	2	3	4	5	6	7
4. I am committed to serve in my community	1	2	3	4	5	6	7
5. I believe that all citizens have a responsibility to their community	1	2	3	4	5	6	7
6. I believe that it is important to be informed of community issues	1	2	3	4	5	6	7
7. I believe that it is important to volunteer	1	2	3	4	5	6	7
8. I believe that it is important to financially support charitable organization	1	2	3	4	5	6	7

Please indicate the level to which you have participated on scale from never to always

	Never			Always			
1. I am involved in structured volunteer position(s) in the community	1	2	3	4	5	6	7
2. When working with others, I make positive changes in the community	1	2	3	4	5	6	7

3. I help members of my community	1	2	3	4	5	6	7
4. I stay informed of events in my community	1	2	3	4	5	6	7
5. I participate in discussions that raise issues of social responsibility	1	2	3	4	5	6	7
6. I contribute to charitable organizations within the community	1	2	3	4	5	6	7

Mention an issue about the community you are residing in bothers you the most:

.....

.....

Mention an event in your community where you actively participated:

.....

.....

How would you rate your level of involvement within your community? (Please tick one)

Uninvolved	Slightly Involved	Involved	Very Involved
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How satisfied are you with your current involvement within your community? (Please tick one)

Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Satisfied
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What prevents you from becoming more involved within the community? (Tick All that Apply)

Lack of Time	Lack of Knowledge	Lack of Interest	Health/ Age	Family	Opportunity	Other: (Please mention)	
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How do you hear about things that are going on in your community?

.....
.....

What kind of information would you like to receive from your Gewog office?

.....
.....

How would you prefer to receive this information?

.....
.....

How would you rate the Gewog/ Thromde's communication with its residents?
(Please tick one)

Poor	Fair	Good	Very Good	Excellent
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Why did you give the following rating for the Gewog/ Thromde's communication it's residents?

.....
.....

What would be your ideal method to express personal opinions on community Issues?

.....
.....

How can the local government or Dzongkhag office encourage more residents to participate in community issues?

.....
.....

Additional Questions for Community people

- 1) What does civic engagement mean to you?
- 2) What are some ways you are currently civically engaged?
- 3) Please describe your current level of involvement in civic and political activities. Are you a high participator or a low participator in civic activities?
- 4) How often do you attend the community meetings?
- 5) How do you get information regarding things that are occurring in your community?
- 6) Can you give us examples of some decisions or discussions that you were a major part of in the past?
- 7) What current issue in your community has been resolved? How was it resolved? How involved were you?
- 8) Have you ever thought of adding new role for the local leaders to improve the communities in the peri-urban areas?
- 9) Do you think local leaders need more integration and better communication with the residents of the peri-urban settlers? Any Suggestions on what could be done to improve communication.
- 10) Do you think the needs of the peri-urban dwellers as different from rural dwellers in terms of socio-economic development, law and order, waste management, disaster management, social cohesion, etc?
- 11) Do you think there should be subject focused manpower/agencies to deal with new issues, emerging issues in the peri-urban areas?
- 12) How do you feel about the social cohesion and community bond in the peri-urban areas?
- 13) What do you think is the positive and negative effects of the growth of peri-urban settlement in your neighbourhood with more people settling in from diverse regions and backgrounds?
- 14) What are the issues that affect your community's engagement?
- 15) What is your level of involvement in the following activities in the last 12 months?
 - *Get community news and local event announcements*
 - *Get information about local businesses, services, and resources*
 - *Share ideas or get involved in community initiatives*
 - *Meet neighbours and other community members*

Annex 3:

Questions for Dzongkhags and Gewogs

- 1) Demographic information to be collected from participants:
 - *Age,*
 - *Gender,*
 - *Occupation,*
 - *Highest level of Education completed,*
 - *No. of years in residence,*
 - *Home owner/renter,*
 - *Registered voter of the community*
- 2) How large is your community? Population size? Boundary Demarcation?
- 3) What kind of interactions do you have with your community?
- 4) How many times a year do you have community meetings? Do all members of the community show up?
- 5) What issues are mainly discussed during these interactions?
- 6) Do you think there is equal participation from your community from a gender perspective?
- 7) Please define civic engagement? What are some examples of civic engagement?
- 8) Is civic engagement important? Why?
- 9) Would you identify as a high or low participator in civic activities at your community?
- 10) Do you feel that you are more or less involved in community activities than you were? Why are you more or less engaged now than when you were?

- 11) What types of activities outside of your community have you been involved with in the past year? How and why did you get involved in this activity?
- 12) Why is community civic engagement important?
- 13) How are the Community people civically engaged in the community?
- 14) What factors hinder Citizen Involvement in local governance?
- 15) Why is it important to engage citizens in shaping government policy and plans?
- 16) What are some of the problems you face to engage citizens and why?
- 17) What kind of support would you like to encourage civic engagement?
- 18) How important are the following opportunities? Opportunity to
 - *Inform the public about government issues, resources or policies*
 - *Help citizens learn about a topic or problem*
 - *Gather information about citizens' concerns, needs or values*
 - *Engage hard to reach populations*
- 19) What is your level of involvement in the following activities in the last 12 months?
 - *Get community news and local event announcements*
 - *Get information about local businesses, services, and resources*
 - *Share ideas or get involved in community initiatives*
 - *Meet neighbours and other community member*

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