Organizational, Psychological, Citizens-Oriented Issues for Holistic Development of the Areas by Using Reconnaissance and Governance Surveys

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ABSTRACT

Heritage is bestowed by a previous generation to the future generation. It signifies the character of the concerned - place, objects, knowledge, skill, to be valued for reasons beyond their utility and their functional value. Conserving urban heritage is inevitably important as it holds equitable importance [1]. The Conservation strategies require to be integrated with the Planning and Development Policies, Plans and their practical execution but there are lots of gaps because of the Lack of authentic temporal and spatial data availability along with the Good Governance system. Delhi is estimated to have more than two hundred heritage properties in Shahjahanabad Old Delhi. Further, there are many more heritage properties amongst the other eight living historic cities within its boundary. In the present study, precincts have been identified and primary surveys e.g., reconnaissance survey and governance survey have been used for the data collection and analysis. This research paper highlights the governance issues faced by organizations and citizens and identifies the areas which need to be addressed for holistic development. Moreover, it pinpoints the parameters that need to be used for the improvement of governance.

Keywords: Heritage, Urban Heritage, Good Governance, Planning & Development, Landuse.

1   INTRODUCTION

Although the prevailing urban Planning practices since the past which guided the built environment and urban settings are found to be non-resilient as the results in terms of development seem to be unpredictable, unstable, and disjointed with heritage and culture. Culture and economy and governance dictate the urban built environment and People's Lives. It is widely accepted that the active participation of people in political, social and cultural life with a good governance setup will contribute to improved Quality of life [2].

Heritage is bestowed by a previous generation to the future generation. It signifies the character of the concerned - place, objects, knowledge, skill, to be valued for reasons beyond their utility and their functional value. It becomes inevitably important to conserve urban heritage as it holds equitable importance. Heritage and culture not only build a resource for tourism as an economic development base but also develops a connection and ownership in the residents. The Sustainable development goals also talk about sustainable cities and the preservation and conservation of heritage to contribute to sustainable development [3].

But to use the potential and translate it into sustainable economies it becomes important to have a good governance system in place. Like the works and scope of work and organizational structure should be easily accessible and community is aware of that.

Figure :1 Source: Author

Governance can be validated as an important variable to mitigate many problems like corruption, inept administration, poor delivery of public services etc. in public sector systems. Further, to improve quality of governance, exact reforms are required to develop a Good Governance model. Especially when it comes to Heritage sector which forms the basis of a civilization, a good governance model is required which takes care of both Tangible and Intangible aspects of heritage in an area for holistic development. But this lacks in research so far. This research is an attempt to build a good Governance model for heritage Areas, which addresses all the important Indicators being Accountability, Transparency, Participation / Legitimacy and voice, Direction, Responsiveness and Fairness [4].

The Conservation strategies require to be integrated with the Planning and Development Policies, Plans, and their practical execution but there are lots of gaps because of Lack of authentic temporal and spatialdata availability along with Good Governance system. Delhi is estimated to have more than four hundred heritage properties in Shahjahanabad Old Delhi. Further, there are many more heritage properties amongst the other eight living historic cities within its boundary [5].

The present study, looks in to the areas and precincts which have been identified based on jurisdiction of ASI, State Archeological Departments and Local administration.

Primary surveys e.g., reconnaissance survey and Secondary governance-based data collection methods have been used for the data analysis. This research paper highlights the governance issues faced by the organizations and citizens and identifies the areas which need to be addressed for holistic development. Moreover, it pinpoints the parameters that need to be used for the improvement of the governance [6][7].

2. SHAHJAHANABAD - THE HERITAGE CITY

"SHAHJAHANABAD" is the oldest and heart of Delhi which still throbs with life overcoming the challenges thrown with time and urban development. It still encapsulates a diverse population and a vivacious economy within walled area. The Mughal Emperor Shah Jahan constructed it as the seventh city in Delhi in 1639, and this is how it came to be known. It is a treasure trove of houses, forts, markets, temples, and beautiful gardens. It served as an independent walled sanctuary for all classes of people, including monarchy and nobility [8]. Although it eventually lost the charm of a decent existence because to overpopulation and fragmented ownerships and fell victim to urban difficulties both physically and socially.

Under the British reign, "Shahjahanabad" acclaimed the position of the "Old City" of Delhi and the new development was the focus which towards southwest. Old Delhi had a change in land use from residential to commercial, becoming one of Asia's biggest wholesale markets. The city's infrastructure became stressed due to the unchecked population growth and slum-like conditions.

2.1 NEED OF GOOD GOVERNANCE IN HERITAGE AREAS

Public administration in India faces immense challenges when it comes to planning and implementation of various policies in consonance with the intent while inception. Achieving social justice, preserving peace and harmony, reducing extreme poverty, sustaining a healthy and inclusive economic growth, and achieving ethical, effective, transparent, and participatory governance are a few of these. The difficulties and issues that India is dealing with

are not particular to it [9]. Many other nations have long struggled to establish efficient democratic governance. Some of them have done a considerably better job than India in providing welfare services, creating mechanisms for delivering justice, and controlling corruption, pollution, and other bad externalities. Especially when it comes to heritage governance a lot of issues crop up regarding the social and cultural interests, preservation of Heritage and yet improving Quality of life of people residing there in sync with the modern and developed areas [10][11].

The research aims to Annalise the governance related issues faced by city of Shahjahanabad which hinder in the transformation of the old heritage city into a positive active space for "Public Interactions."

The research's goal is to examine the problems and make recommendations for a good governance system to enhance the quality of the experience for tourists and visitors to Shahjahanabad while also utilizing the city's potential for historical tourism to revitalize the area for its citizens. There are suggestions made to resolve the areas of contention in different organizations while fostering a sense of pride and ownership among all stakeholders.

2.2 THE GAP

Figure
Source: UNESCO Report on Good Governance 2015

Various issues to be addressed while researching on governance of built spaces of heritage importance are the governance, heritage, urban governance, public sector interventions and performance and private sector involvement. The city faces a lot of challenges regarding Social and Physical infra structure development due to intervention of various agencies right from National level ASI to state level and Local Levels like MCD [12].

The state of heritage structures in the heritage cities or areas are usually in a deplorable state. This contradiction of concepts and duties have led to dilapidated state of heritage structures inhabited by the residents leading to very vulnerable and pathetic conditions in Shahjahanabad.

2.3 CHALLENGES AND ISSUES OF GOOD GOVERNANCE IN HERITAGE

There is a lack of awareness amongst the residents to whom to approach for any issue to be addressed related to their building structure-related problems. There is also a lack of awareness of any online systems which clearly indicate when and where to approach their problems [13]. The basic requirement of a good governance system display Accountability, Transparency, Participation / Legitimacy and voice, Direction, Responsiveness and Fairness and more lacks completely. There is hardly any mechanism which is citizen-centric and helps them to participate and understand their role as a stakeholder in the socio-economic development of heritage areas.

2.4 NEED OF AREA BASED GOVERNANCE OF HERITAGE

Even if there exist some systems to approach bodies for a particular problem, it is very structure specific. The demand is for holistic development and the area to be treated as whole so that the economic and social potential is shared and a sustainable development happens. In the current scenario the existing policies and governance addresses the monument-based approach. This neglects the Tangible and Intangible attributes of a heritage area, its culture and impact on economy and development which impacts whole area and vice a versa.

3 . R E V I E W OF GOVERNANCE SYSTEM PERTAINING TO HERITAGE AREAS IN THE WORLD

There are many definitions for the term Governance & Good Governance elaborated by various renowned researchers and philosophers like Stoker (1998, 17) argues: "Governance is the development of styles of government in which the lines between the public and private sectors have become blurred. Colin Mercer (2003) defines governance as "our joint and uneven terms of engagement with the complex fields of economic, human, social, and cultural power relations in which we are all "stakeholders"" (p. 5). The core of governance is that it focuses on ways to run things that don't depend on the government's power and punishments. (Rhodes, 1997). These are some glimpses from the literature.

This could be further summed up as the way 'how public institutions conduct public affairs and arrange public resources. Governance is a process of decision making and its implementation and monitoring. It is a decision which has rippling effect on various conjunctive policies and bodies of govt. and the result iscollaborative and usually gradual. But due to its multiplier effect it can have a dangerous irreversible outcome and carry forward a loss to the nation or vice versa.

The World Bank gives According to a study done Daniel Kaufmann and his World Bank colleagues (Kaufmann, Kraay, and Zoido-Lobaton, 1999; Kaufmann and Kraay, 2002; Kaufmann, Kraay, and Mastruzzi, 2005) identified the six perceived governance quality measures as follows:

1. voice and accountability;

2. absence of political instability and violence;

3. effectiveness of government;

4. proportionality of regulatory burden;

5. rule of law; and

6. absence of corruption.

A long-running research endeavour to create global governance indicators is the Worldwide Governance Indicators (WGI). Since 1996, the WGI has tracked over 200 nations using six composite indicators of broad Voice and accountability, political stability and the absence of terrorism/violence, government efficiency, the quality of regulations, the rule of law, and the suppression of corruption are all elements of governance [14].

4. HERITAGE GOVERNANCE SCENARIO WORLDWIDE

"Roland Benedikter wrote in 2004 that Italy has a rich cultural history. This includes art, architecture, archaeology, and the environment. Part of it is being sold to private companies under the Financial Act of 2002, which is now Law 112/2002. Articles 7 and 22 (now 33) of this law were suggested by the current Italian government. They have sold things from the Middle Ages to the 20th century. Some of these things have already been sold to foreign investment companies and private investors for prices that many Italian experts think are very low. It is a base of division of Italian politics and heated debate. It brings out the socio-cultural problemsarising due to privatization on global level and community will have to see in coming years if an intact governance system is not installed.

The 2006 highlighted article by Anna Cento Bull and Bryn Jones details comparative research to determine whether the new approaches have a significant impact on democracy and transparency and, consequently, responsiveness to power relations and conflicts, as well as the needs and interests of the formerly excluded and frequently marginalized groups. The research is based on a comparison between Bristol, a favourable case for the new UK government, and Naples, Italy. Despite the Naples council's pursuit of a drastically different 'dirigiste' policy, similar and negative developments are found in both cases. According to the findings, it could still be necessary to increase local government autonomy and civil society involvement in order to satisfy local expectations.

Issues of heritage administration in the city-state of Singapore that are looked at in the study were backed by Joan Henderson (2010), especially when it came to decisions about naming national monuments and conservation areas. The research shows that a rise in government interest in building preservation is due to a mix of economic, social, and political factors. But commitment is limited by how important economic development goals are, and the focus is on making the most of the business value of historic buildings through adaptive reuse. The definitions of national identity and nationhood, as well as how hard it is for very young and modernizing countries to choose and keep

buildings that reflect these ideas, are discussed.

5. HISTORICAL PROFILE OF SHAHJAHANABAD

Shahjahanabad, a city with a lot of history, was built using the traditional ideas of Islamic design. As Muhammad Saleh says, Shahjahanabad's four walls "enclosed the center of the earth." Not to ignore the fact that construction was not in any chance contained to Islamic ideas rather Hindu architects shared their beliefs as well that is "The capital city was in the centre of the kingdom, and the king's throne was in the centre of the universe." Thus demonstrating the influence of both of this region's religious majorities. In 1648, when Shah Jahan, the Mughal emperor at the time, decided to relocate the Mughal capital from Agra, Shahjahanabad was constructed and named. The construction of the city was completed in 1648, and it served as the capital of the Mughal Empire until 1857, when the British Raj took control of the Indian subcontinent. Qila-i-Mubarak, also known as Lal Qila, is the structure with the most unusual architecture in Shahjahanabad [15]. Its imposing structure is the reason for this. The French traveller Francois Bernier describes this palace as "possibly the most magnificent palace in the world." It was the residence of the emperor and the location where all government business was conducted. The city was surrounded on all sides by fortifications and walls. The wall reached a height of 8 meters and a width of 3.5 meters. With twenty-seven structures, the wall's total length exceeded 9 kilometres and exceeded 9 kilometres. There were entry gates with regular opening times. They included Lahori Gate, Kashmiri Gate, Ajmeri Gate, and Akbarabadi Gate, among others. Since there was Hindu population smaller gates were provided to them to visit their place of worship and perform ritual near the river. Security personnel were ever alert in all the quarters of gates to avoid infiltration from enemy camps.

Figure
Source: Duac Report 2017

One of the interesting things to be noted over here is that we are often fond of western infrastructure well there's concept of boulevards that was first implanted under the reign of Shahjahan in the Chandni Chowk of Delhi and later went to Paris. This tells us Mughal were masters in town planning specially during the reign of Emperor reign of Emperor Shahjahan. When we look at the skyline, we can see how determinedly Emperor Shahjahan made the new capital fit his ideas. The project was run by two well-known builders named Ustad Ahmad and Ustad Hamid. The size of the building shows how big Shahjahan wanted the building to be. When the work was finally done, the city was beautiful [17]. It was thought to be one of the world's biggest and most populated towns. Shahjahan's biographer, Muhammad Saleh, has nothing but good things to say about the city. He says, Shahjahanabad, which had everything a person could need, was superior to Constantinople and Baghdad. The urban area extended for miles into the gardens, in addition to the walled city. Bernier describes the expansive gardens and open spaces in the suburbs in his account of his journey. Shalimar Bagh, Mubarak Bagh, Roshanara Begum's Bagh, Talkatora Bagh, and Kudsia Bagh are notable examples. As stated in the initial section of the report, the city's connecting roads were the second most essential feature. Each of these roads passed directly through the marketplace and lead directly to the palace-fortress. It is intriguing that Princess Jahan Ara and Nawab Fatehpuri Begum possessed the majority of the shops. The market place could be thought of as the heart of Shahjahanabad [18].

While there are multiple facets for the decline of the city of Shahjahanabad which is debated by the historians but the thought that I had to forward was that there was not any sort of decline for the city ofShahjahanabad instead there was a shift in epicenter as an administrative city or imperial capital to the city of trade and commerce. Probably this is the reason why Stephen Blake called "Shahjahanabad as the exemplar city model."

5.1 AREA PROFILE

Old Delhi, also known as Purani Dilli in the Hindustani language, is part of the Central Delhi district in Delhi, India. It once had magnificent mosques, beautiful grounds, and noble and royal court residences.

Jama Masjid is the finest example of Islamic architecture. It is a tall building in an ancient metropolis, and is regarded as the epicentre of metropolitan Delhi. In addition, it is renowned for its Islamic architecture, bazaars, street food, market districts, and retail establishments. There are currently only a few well-maintained havelis.

The surrounding mud walls, which were originally 12 feet (3.7 m) wide and 26 feet (7.9 m) tall, were substituted with red stone in 1657. The gates were closed at night during the Mughal era. At this point, the preponderance of the gates still exist, but the walls have largely vanished. Due to the high population density, the municipality of Old Delhi is still visible on satellite images.

In the seventeenth, eighteenth, and nineteenth centuries, the city of Shahjahanabad had eight night-locked gateways. Some bazaars, such as Khari Baoli, the largest wholesale spice market in Asia, are still in operation in the city. Numerous bazaars existed on Chandni Chowk (Moonlit Square), which was also the main road of Shahjahanabad. Several of the stores in this neighbourhood are centuries old! Other significant sites in Shahjahanabad include Ghalib ki Haveli, the home of the renowned poet Mirza Ghalib, Jama Masjid (Friday Mosque), the first church in Delhi, Sunehri Masjid, Gurdwara Sis Ganj, and many others.
The administration of Old Delhi was transferred to the North Delhi Municipal Corporation in 2012, after the Municipal Corporation of Delhi was divided into three distinct entities.It is in the form of a quarter circle, with the Red Fort at its centre. The ancient city was surrounded by a wall with fourteen entrances that spanned approximately 1,500 acres (6.1 km2):
1. Nigambodh Gate, located in the northeast and leading to the famed Nigambodh Ghat on the Yamuna River
2. North of Kashmiri Gate
3. North of Mori Gate
4. West of Kabuli Gate
5. Lahori gate: located in the west near the Sadar Railway station, Railway Colony, and Syed Abdul Rehman Jilani Dehlvi's grave.
6. Ajmeri Gate: southwest, leading to Connaught Place, a central location in New Delhi, and Ghaziuddin Khan's Madrassa

7. The mausoleum of Shah Turkman Bayabani is at the Turkman Gate, which is southwest of the pre-Shahjahan ruins that became encased within the walls.

8. Delhi Gate: south entrance leading to Feroz Shah Kotla and the city's earlier settlement.

5.2 TYPOLOGY OF HERITAGE STRUCTURES AND ZONES

Shahjahanabad required a significant push in urban regeneration and renovation, according to Delhi's first Master Plan, published in 1962. It suggested moving 45% of the population out of the area to relieve congestion. It was designated a "Special Area" in MPD 2001, and it was deemed necessary to create suitable planning guidelines for the region. Shahjahanabad was designated as a "Conservation Zone" in MPD 2021. The traditional City of Shahjahanabad, a portion of which is a central commercial centre, is the most significant component of the Special Area. The Delhi Development Authority created a Zonal Development Plan for the Walled City in 1999. The "Walled City" was envisioned as consisting of 15 Zone A subzones and one Zone C subzone. A population estimate of 2,35,160 people lived in the 569.0-hectare region that was under consideration in 2001, according to MPD 2001. Unexpectedly, the population has been declining over time as a result of the expansion of wholesale trade in this region. Although this area's average gross density is 596 PPHA, certain regions have net residential densities as high as 4400 PPHA. There are more than 400 properties of historical significance in the walled city. These properties include various typologies of buildings like mosques, temples, gurudwaras, gates, havelis, shops etc. These buildings come under three categories; protected, notified, and unprotected.

Figure SEQ Figure * ARABIC 6 Zones in Shahjhanabad
Source: DUAC Report 2015

ROAD
external roads
RAILWAY LINE
Landuse
Commercial
Heritage
Mixed-Use

Figure Shahjahanabad Boundary in Master Plan of Delhi 2021
Source: MPD

5.3 BODIES & IT'S OVERLAP

5.3.1 Planning Zones

DDA has divided Delhi into 15 "Planning Zones" for the objectives of urban planning. Shahjahanabad consists of Zones A and C. The Walled City was subdivided into the following zones by the DDA's Zonal Development Plan (1999):

- 15 sub-zones of Zone A
- One sub-zone of Zone C

Due to its unique characteristics, The Walled City has been discussed separately.

5.3.2 MCD Zones

The Municipal Corporation of Delhi (MCD) has subdivided the areas of Delhi under its jurisdiction into 12 zones, which are further subdivided into wards for purposes of execution and maintenance. Shahjahanabad is separated into the three distinct zones:

• Area of Kashmere Gate: 1 Ward, Civil Lines Zone (77)
• Farsh Khana Area and G.B. Road in the Sadar Paharganj Zone are comprised of two divisions (76 and 85).
• City Zone: Daryaganj, Red Fort, and the remaining Walled City divisions (79, 80, 81, 82, 83, 84, 86, and 153)

5.3.3 Governing Agencies in Core Area for non-Identified Heritage Monuments and Buildings:

- **The nodal agency for implementation:** The Master Plan, 2021 designates the Municipal Corporation of Delhi, North as the coordinating body for planning, implementing, and carrying out any renewal or redevelopment initiatives within Shahjahanabad.

- **Agencies engaged in heritage conservation and management planning:** The Delhi Development Authority administers and oversees Shahjahanabad's development. Using notified documents such as Master Plans, Zoning Plans, Local Area Plans, Redevelopment Schemes or Action Plans, and Building By-Laws, it is permissible to establish redevelopment regulations for Shahjahanabad. The government created the Shahjahanabad Redevelopment Corporation to support heritage conservation in the region through capacity-building workshops, public awareness campaigns, heritage walks, and other activities, the construction of a data centre, and program advisory and planning services. The ASI-designated National Mission for Monuments and Antiquities Documentation Resource Centre.

- **Other bodies involved in clearances and advisory:** Other entities involved in clearances and advice are NGOs, DUAC, HCC, DMRC, and other trusts associated with significant religious structures within the centre.

1.1.1 Governing Agencies in Core Area for Identified Heritage Monuments and Buildings:

1) **Archeological Survey of India (ASI):** Under the Ancient Monuments and Archeological Sites and Remains Act of 1956, the Archeological Survey of India (ASI) is responsible for notifying and preserving structures and sites of national importance.

2) **National Monuments Authority (NMA):** responsible for regulating construction within designated monuments' perimeters.

3) **Department of Archeology, Delhi (since 1978):** responsible for notifying and conserving structures or places with heritage value that are not of national significance under the Delhi Ancient Monuments and Archeological Places and Remains Act, 2004.

4) The following legal documents regulate Shahjahanabad's heritage management provisions:

5) Heritage regulations have been incorporated into the Master Plan 2021, the Zonal Development Plan from 1999, and the Building Bylaws from 2007.
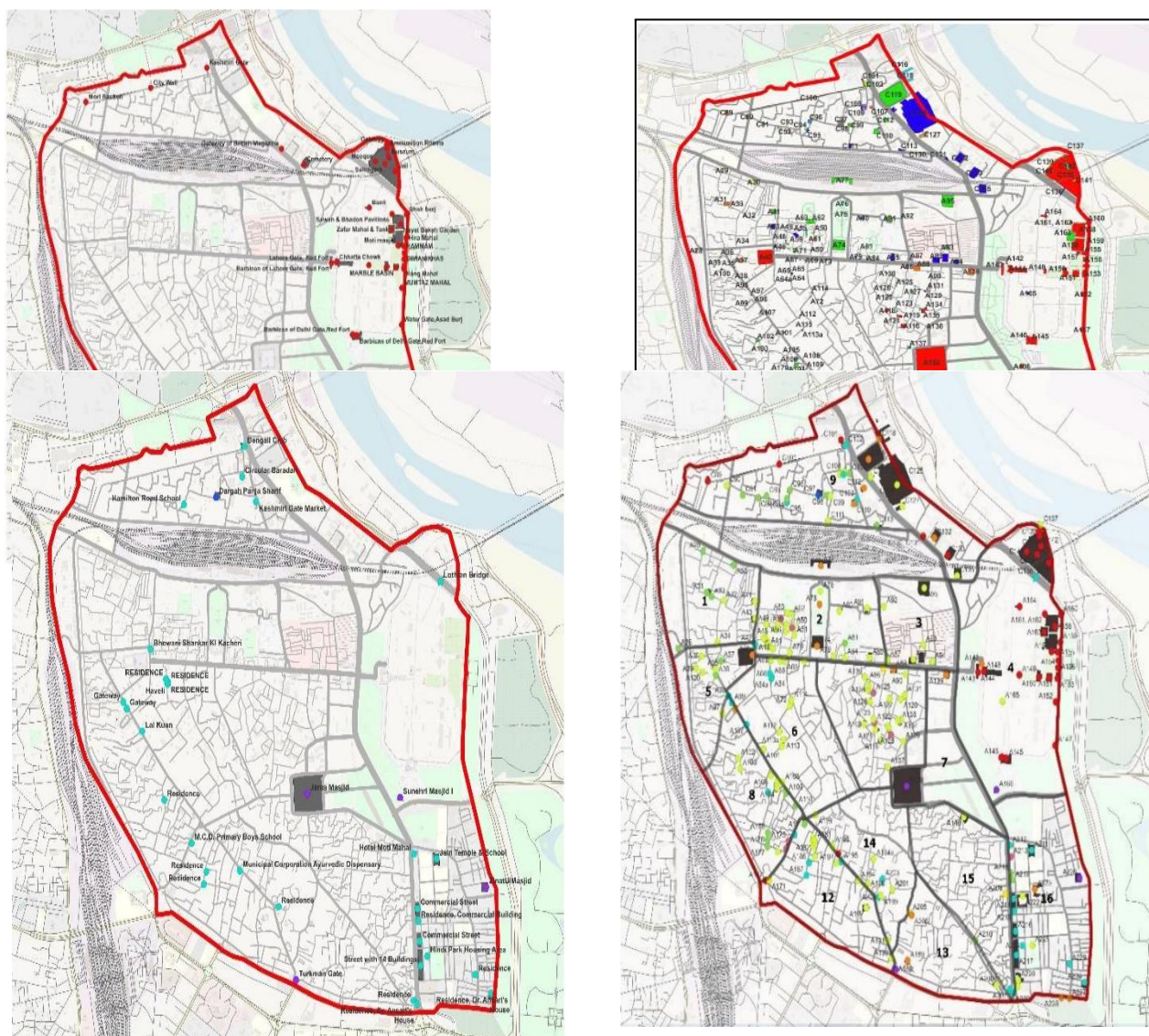
Shahjahanabad had been the capital of Delhi, CBD and Hosts residential, public, semi-public & many other activities pertaining to functioning of the city over the years. The administration in the city has also changed hands over the years and the same is reflected in the organizational setup of the governance structure. The time has witnessed the evolution and changed in the city character & administration. Currently there are many public private NGOs working on International, National, State & Local Levels who are governing various activities in Shahjahanabad. The roles & responsibilities of these organisations are listed below-

Table 1 Roles and Responsibilities of the Governing Bodies in Shahjahanabad

S.no.	Name of the organization	Formed under	Roles and responsibilities
1.	SRDC	Company Limited by shares not for profit under section 25 of the	The National Capital Territory of Delhi advocates for the conservation of the city's built and natural heritage. Architecturally important and handcrafted works, historical sites, and living monuments with sociocultural value would

		Companies Act, 1956	all be included in the conservation of civic and urban heritage.
			Enhance public utilities like water and sewer services, electricity, and public transportation in the National Capital Territory of Delhi. To this end, funds should be raised or arranged from sources like the Jawaharlal Nehru National Urban Renewal Mission (JNNURM) or other comparable programs that may occasionally be introduced.
			Develop development plans/programmes and redevelopment plans/programmes for the NCT of Delhi's built and natural heritage, historical landmarks, living monuments, and the provision of associated services. implement such plans or programs or help with their implementation through a public-private partnership or other means, and invite and select experts, academicians, and consultants in any field needed for the successful implementation of such plans or programs.
2.	DDA	Under a part of the DDA Act, the Delhi Urban Heritage Foundation was made public in 1999.	The creation of master plans, zoning plans, and sub-zoning plans that take heritage preservation into account.
			The Draft MPD-2021 has a protection plan that names three Archaeological Parks and six important Heritage Zones. It also says that 170 ASI-protected monuments and historic structures The things mentioned by the GNCTD Department of Archaeology, MCD, and NDMC "should be suitably incorporated" into layout plans. The height, material, and "spread" of major monuments must be governed by building codes, and the layout/detail plan must show the areas around the landmarks.
			It is suggested that ASI, GNCTD Archaeology Department, MCD, NDMC, Cantonment Board, DDA, which are all in charge of protecting Delhi's built heritage, make action plans and "Special Development Plans" to come up with policies and plans for preserving it. With help from INTACH and other groups (MCD, DJB, and DTTDC), the DDA made plans for designated heritage items and paid for them to be put into action.
3.	DUAC	Set up in 1973 with the help of a law	It tells the local government how to handle any building project, engineering project, or development plan that affects or could affect the skyline, the look of the area, or any public amenity offered therein. Gives advice to the Central Government on how to preserve, improve, and keep the urban and environmental design in Delhi looking good.
			According to Section 11(e) of the DUAC Act, 1973 (Annexure-XI), among other things, the Commission is responsible for preserving, keeping, and beautifying monuments, public parks, and public gardens. So, the Commission makes sure that the person who proposed the

			project has taken care of the heritage parts of any ideas that have been sent to it for review if they are part of the plan.
4.	**Heritage Conservation Committee**	Set up by a High Court order to make sure that clause 23.16 of the Unified Building Bylaws is followed. (Unified Building Bye Laws for Delhi 2016, Clause 7.26)	Before allowing Any development, redevelopment, engineering operations, additions, changes, repairs, renovations, or destruction of a listed building, listed precinct, or listed natural area requires the Commissioner, MCD, Vice-Chairman, DDA, and Chairman, NDMC to talk with HCC.
5.	**MCD**	Under a part of the DDA Act, the Delhi Urban Heritage Foundation was made public in 1999.	The Walled City of Shahjahanabad and its extensions, as well as several old urban and rural villages, buildings, and complexes, are all in the Municipal Corporation of Delhi area, which is divided into different zones and has an urban area of 599.6 km and a rural area of 797.70 km. The Chief Town Planner and conservation experts have been appointed to the heritage advisory board for the heritage program that will be implemented for the Walled City region, and the Municipal Commissioner serves as the chairman of the MCD Heritage Society. With the help of the ASI, Delhi Circle, and the GNCTD Department of Archaeology, the MCD is drawing lines around the buildings that are in the "prohibited area" of 100 (50 m) and the "protected area" of 200 (100 m). This is being done so that the recommendations for preserving and reviving the Walled City can be based on accurate information. The maps of Shahjahanabad that Wilson made have been updated.
6.	**PWD**	Govt. of NCT of Delhi	Assures that the asset is long-lasting, functionally effective, serves the intended purpose, is constructed in a fair amount of time, complies with the government's declared policy, and satisfies the user, the government, and the general public. Infrastructure development assets include highways, bridges, flyovers, sidewalks, underpasses, bridging sidewalks, etc., Built environment assets, on the other hand, are things like hospitals, schools, colleges, training centres, police stations, bars, courts, and so on. PWD Delhi takes care of and protects these assets through a well-established repair system. This system includes both specialized services, like road markings and rehabilitation, and aesthetic treatments, like interiors, monument lights, planting, etc. PWD Delhi makes things based on what the

			government says it needs and how it wants things done.
7.	ASI & State Department of Archaeology	Established in 1861 Ancient Monuments, Archaeological Sites and Remains Act, 1959, notice of 1959 made in 1997 under Rule 32 of the Ancient Monuments, Archaeological Sites and Remains Rules, 1959, UNESCO World Heritage Convention	The management of World Heritage Sites, the designation and protection of 151+4 state monuments, archaeological sites, and artifacts (down from 175+163 on the previous list). The 100-by-200-meter buffer zones around each protected area of a national park are established, and the ASI collaborates with local governments to halt, restrict, and manage development there. Both the Humayun's Tomb Complex and the Qutub Complex have been designated as World Heritage Sites by UNESCO.
8.	NMA	According to the AMASR (Amendment and Validation) Act, ancient monuments and archaeological sites and remains are the Ministry of Culture, which is part of the Indian government, has to set up the AMASR.	A total ban on construction in the restricted area; a legal designation for "restricted" and "regulated" zones. Establishing legislative procedures for requests for authorization to build, repair, or revise something. The authority must revise subsequent laws as needed and must provide approval after considering public comments and objections. Monument classification and categorization.
9.	INTACH	Registered as a society	The List of Heritage Buildings in Delhi was made by INTACH and came out in 2000. Helps find and protect historical pieces that aren't covered by the Delhi Department of Archaeology or the ASI. In the year 2000, INTACH put out a list of Delhi's historic buildings. INTACH, a powerful pressure group, has also campaigned to safeguard and restore numerous ancient sites throughout the city, particularly those located in the Mehrauli Archaeological Park and the Walled City.
10.	Ministry Of Culture & National Culture Fund	Government of India	Keeping heritage, historical places, and old monuments in good shape. Taking care of libraries. Bringing attention to the written, visual, and performance arts. Celebrate the 100th and 25th anniversaries of important national people and

			events
			Institutions and groups that study Buddhism and Tibet are supported.
			Signing cultural deals with other countries. Promoting art and culture projects by institutions and private individuals.
			The department's work ranges from teaching people about culture at the local level to promoting cultural exchange between countries.
11.	**Dalmia Group**	Conglomerate company	Dalmia group is now in charge of the Red Fort, which has a world-class tourist centre.

5.4 IDENTIFYING THE PARAMETERS AND INDICATORS TO ASSES GOVERNANCE IN SHAHJAHANABAD

For the purpose of research on heritage governance in Shahjahanabad, six parameters have been shortlisted which are "Accountability, Transparency, Participation/Legitimacy & Voice, Effectiveness & Efficiency/Direction, Performance/Responsiveness and Equity& Inclusiveness/Fairness" through literature survey and analysis.

Further, these parameters are elaborated and discussed with various stake holders for Authentication of Indicators through Stakeholders. Further to shortlist the parameters pertaining to governance of heritage areas, few indicators are provided with key words and then final indicators are chosen for expert opinion. To get a fair opinion a congenial mix of stake holders was taken at international UNESCO, ICCROM, ICOMOS, World Bank, ADB, national ASI, NMA, NIUA, ITPI, IHD, regional, state Deptt. of Archaeology, DDA, INTACH, AKTC and local levels SRDC, HCC, MCD, DUAC, NGOs. And to add to it NGOs and Academicians SPAs, IP University, and Private agencies were also included.

6. DATA COLLECTION & ANALYSIS

Primary data was collected using a 2 percent sample size from ward no. 84 of Shahjahanabad. Total of 210 surveys were conducted out of which 150 responses were gathered from the local citizens and 60 responses from the organizations involved in the governance (policy, planning and management) of Shahjahanabad.

The following parameters and indicators were taken for the study:

Table 2: Survey Analysis by Author

Sr. No.	Parameter	Indicators
1	**Accountability**	Clarity
		Coherence and Breadth
		Role of Political leaders
		Public Institutions of Accountability
		Civil Society and the Media
2	**Transparency**	Transparency in access to information
		Publication of contracts/tenders, budgets, and accounts
		Display of common municipal procedures

		Anti-corruption legislation/Commission
3	Participation/ Legitimacy & Voice	Existence of a supportive democratic and human rights context
		Appropriate degree of decentralization in decision-making for heritage areas
		Collaborative management in decision-making for heritage areas
		Citizen participation occurring at all levels of decision-making
		Existence of civil society groups and an independent media
		High levels of trust
4	Effectiveness & Efficiency/ Direction	Consistency with international direction relevant to heritage areas(as appropriate)
		Existence of legislative direction (formal or traditional law)
		Existence of system-wide plans
		Existence of management plans for individual heritage areas
		Demonstration of effective leadership – including political leaders and managers responsible for systems as well as individual heritage areas
5	Performance/Responsiveness	Cost Effectiveness
		Capacity
		Co-ordination
		Performance Information to the Public
		Responsiveness
		Monitoring and Evaluation
		Adaptive Management
		Risk Management
6	Equity & Inclusiveness/ Fairness	Existence of a supportive judicial context characterized by respect for the rule of law
		Fair, impartial, and effective enforcement of any rules for heritage areas
		Fairness in the process for establishing new heritage areas
		Fairness in the management of heritage areas

6.1 ANALYSIS & FINDINGS

To measure the authentication of shortlisted final indicators, all stakeholder gave their response through google form. For their authentication each indicator measured in three categories which are Most Important, Important and Not Important through Google form questionnaire. Using Delphi Technique, the following were the findings

• After analyzing the collected data following challenges and issues were identified related to heritage governance in Shahjahanabad area:

• Accountability is a big issue in ward no. 84 as 40 percent of the respondents believe that clarity on defined roles and responsibilities is missing.

• As per 100 percent respondents Roles and responsibilities overlap.

• As per 100 percent respondents' details of funds and expenditure on heritage developmentworks is not available in public domain in an understandable format.

Average Percentage of Parameters
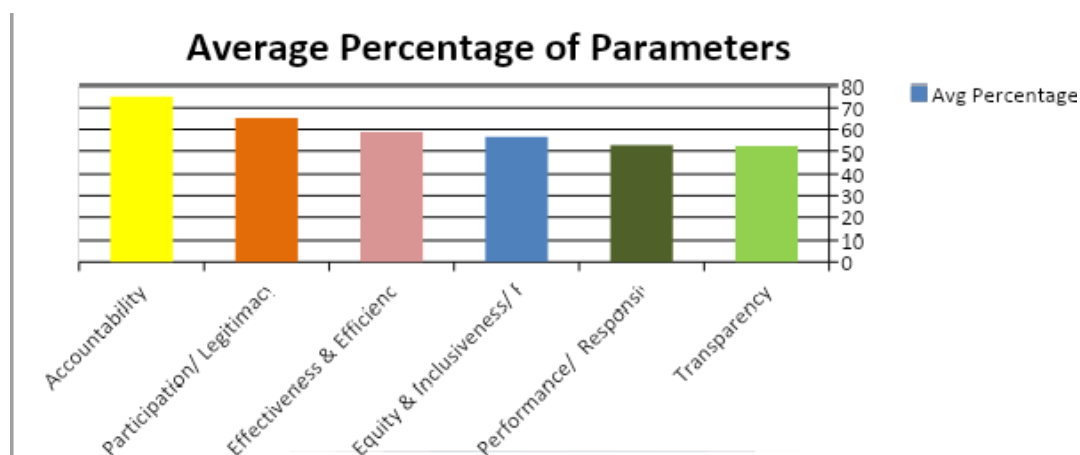
- About 60 percent of the respondents believe that involvement of private bodies in heritagedevelopment works do not make any improvement.

- About 100 percent believe that Participation is missing in the heritage development works.

- As per 80 percent respondents' involvement of private bodies improve participation of the stakeholders.

- About 100 percent believe that adequate training of staffs is not done for heritage developmentworks

- As per 100 percent respondents' involvement of private bodies improve effectiveness & efficiency.

- About 60 percent do not know how they can participate in heritage development works.

- As per 90 percent respondents' heritage regulations are not fairly enforced on all the stakeholders in ward no. 84

7. CONCLUSION

The study shows the heritage governance in Shahjahanabad is an important issue as both the local stakeholders and the organizations have their own share of issues and challenges. The current model of governance has not been able to address the ongoing problems and issues being faced by the organisations and the local stakeholders the area therefore there is a need to devise and adopt a better governance model for Shahjahanabad. Hence further studies should be conducted to find out a better governance model for this old city in Delhi.

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