Palava wins big at the World Smart Cities Congress and Awards.
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PALAVA TIMES

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Bhaichung Bhutia visits Palava for the PCC 2017.
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QUARTERLY CIRCULATION

• Palava City Stats (as of 30th June, 2017): Homes sold: 28,000+ • Homes delivered: 19,000+ • Citizen Satisfaction Index: 4.5 / 5 • Trees: 21,000+ • Population: 60,252

Air Quality Index *Mar 2016 readings

THE NUMEROUS POSSIBILITIES OF PARTICIPATORY CITIZENSHIP

With conventional communication lines blurring on a daily basis, new methods of communication between citizens and the local government have arisen. One such method is Participatory Citizenship. Below is an in-depth analysis of this fascinating term.

Srikanth Viswanathan
CEO, Janaagraha Centre for Citizenship and Democracy

• What does the term 'Participatory Citizenship' mean beyond the textbook definition?

In layman terms, Participatory Citizenship can simply be called active citizenship. It involves taking active ownership over one's neighbourhood and participating in neighbourhood–level civic activities. It refers to a state where citizens don't see themselves merely as consumers of government services, but as active participants of a democratic space and process. Citizens therefore do not regard voting as their only civic duty, and do not passively look to the government to fix all their problems. Instead, they actively participate, speak up, and engage with other citizens in their neighbourhood as well as constructively involve themselves with their elected representatives and the ward level engineer. They work alongside the government when the need arises, instead of just holding them accountable.

• What key elements does one need to bear in mind while planning citizen participation initiatives in a city?

Citizen participation in a city requires 2 key ingredients - a platform and a process. A formal platform helps in bringing the citizens and the local government together to discuss neighbourhood level civic issues and solutions. However, platforms alone are not sufficient. There needs to be a systematic process that underlies such platforms. Such a process defines and traces what gets discussed on the platform.

An example of a citizen participation platform is a Ward Committee. Resident Welfare Associations or Apartment Associations are strictly not platforms for citizen participation and only serve as interest groups, rather than legally valid democratic platforms.

• What are the key benefits of citizen participation in a city's governance?

Citizen participation has several benefits. Firstly, it engenders civic learning in a systematic manner and at a scale that results in greater levels of civic consciousness, thereby enhancing civic participation. How many of us in India know which ward we live in? Or the name of our elected councillor? Or whom to contact to get our streetlights fixed? Civic learning in a city is democracy for dummies. Secondly, it builds greater levels of trust between citizens and governments. Citizens will, in due course, understand the challenges and constraints faced by governments. Governments, in turn, will gain a deeper and more direct understanding of citizen priorities. This mutual understanding will fundamentally strengthen the democracy in a city. Thirdly, citizen participation, through higher levels of transparency and accountability, will eventually lead to superior service delivery and improve the overall quality of life.

• Can you share any examples of global citizen participation activities that have helped improve cities?

Participatory Budgeting is a highly popular and effective example of citizen participation. Simply put, Participatory Budgeting gives citizens a voice in their neighbourhood's budget. They get to vote on where the money should go in their neighbourhood. Participatory Budgeting or PB began in the Brazilian city of Porto Alegre in 1989. Since then, 50,000 Porto Alegre citizens have come together to decide on as much as 20% of the city's budget. PB has since spread to over 1,500 cities around the world. In India, Bengaluru was the first city to pilot Participatory Budgeting in 2001-02 through Janaagraha's Ward Works campaign. Pune followed suit and has sustained the process for the last several years.

• Is India encouraging citizen participation in governance?

India is in the early stages of embracing citizen participation in cities. Most cities in India don't have functioning Ward Committees, let alone Area Sabhas (platforms at polling booth level). There are many reasons for this: Firstly, states have been reluctant to delegate power to municipalities. Also, the poorly run municipalities in many states didn't help the cause. Secondly, citizens at present are more focussed on service delivery issues such as garbage on the streets, potholes, flooding etc. rather than governance and institutions. It will take some more maturity (and generous doses of civic learning) for us as a democracy to actively practice citizen participation in our cities.

• How does Janaagraha intend to encourage the government to form more local governing bodies for city operations?

Janaagraha is now heavily focussed on civic technology. 'I Change My City', Janaagraha's flagship citizen engagement portal is a pioneering platform that connects citizens and governments in a two-way conversation on grievances, budgets, civic works and more. It has also produced mobile apps such as 'Public Eye', in partnership with the Bangalore Traffic Police and 'Swachhata', in partnership with the Ministry of Urban Development to make it easier for citizens to connect with governments. These initiatives have helped increase citizen participation in cities. As a result, there have been over 6 million instances of citizens expressing themselves on these platforms, especially 'Swachhata'. We are now in the process of introducing 'I Change My City' and its sister apps across governments to serve as virtual platforms for citizen participation (even as our advocacy with governments for forming on-ground platforms continues).

• When was India's first local governing body formed?

The Greater Chennai Corporation is India's oldest municipal body in the Commonwealth outside the UK. It was established in 1688!

• What is your opinion on Palava's Citizen Voice?

It is heartening to see the Palava City Management Association encourage its citizens to voice their opinions and partake in defining the structure and functions of Palava. By including citizens in the management body, Palava has the opportunity to shape its future for its people and gain real time feedback. It is most important for a governing body to always have an ear to the ground and plan their actions in accordance with the feedback. We wish the Palava City Management Association the very best for this initiative.

WORLD CITY IN FOCUS: LONDON

"A government can be no better than the public opinion that sustains it." - Franklin D. Roosevelt.

Good governance is founded on good engagement. Providing opportunities to citizens to engage in policy making and delivery has increased considerably in recent years and has led to the introduction of neighbourhood governance. The foundation of this practice can be traced to London, where in 2012, residents of the Queen's Park ward in Westminster voted to establish the first neighbourhood council in the city in more than 75 years.

EVALUATION OF CITY GOVERNANCE

The experience of the Westminster City Council in supporting the Queen's Park residents through the community governance review and referendum processes offered the opportunity of a timely appraisal of existing procedures. They agreed that significant common ground exists between borough leaders across London on the issue of neighbourhood governance and identified five broad characteristics to make neighbourhood governance effective and sustainable. These characteristics being – leadership, management and championing at neighbourhood level, provision of a variety of opportunities for resident engagement, investment in community capacity for engagement, service provider capacity and commitment in the wider governance arrangements to build neighbourhood engagement into their decision-making.

PROVISION OF ADEQUATE RESOURCES

They also identified barriers to the introduction and effectiveness of neighbourhood working, the most significant amongst them being the constraints imposed by the resources and capacities available to the residents, their communities and the service provider. The first step was to work together with the local communities. A decade ago in Kingston,

four neighbourhood committees began providing local leadership, scrutiny and influence over public services. They became responsible for development control, the operation of local libraries, the management of public parks and the overall maintenance of their area with a total budget of more than £6.5 million. They demonstrated how significant power can be devolved to local people within the boundaries of the existing legislation. Later in Kensington and Chelsea, as part of the council-run City Living, Local Life initiative, each of the borough's 18 wards got access to £20,000 a year to help get local projects off the ground. These helped improve resident's employability, enhanced the local environment, tackled the isolation of older adults and engaged local people in building community resilience.

E-NETWORKING WITH THE CITIZENS

The local government displays its climate change policy on a Wikipedia like platform and allows the public to make changes. The city also offers a London Data Store, which is a free and an open data-sharing portal where anyone can access information on transport, environment, communities, jobs, the economy, etc. Many technology/data companies and developers have picked up the information and are creating apps, which have come as a boon to residents. Another platform, Talk London, encourages interaction with citizens. A few months ago when concerns were raised over the operations of an app-based taxi aggregator in London, some experts demanded imposing curbs on them. However, the local government didn't take a call on its own. Instead, the mayor took the social media route to ask people whether they want restrictions to be imposed on aggregators. The verdict was a unanimous 'no' and the administration promptly abided by it.

Today, the emerging sense is that working out where neighbourhood governance in London goes next will require solutions founded on communities and places working to build real partnerships, rather than further national policy.

World City In Focus: London.

FROM THE CEO'S DESK

It is said that our lives are filled with opportunities, and acknowledging an opportunity is the first step towards success. Palava's vision exemplifies this thought by offering an array of opportunities in its journey of becoming India's fastest growing city. After successfully crafting the neighbourhoods of Casa Bella, Casa Bella Gold, Casa Rio and Casa Rio Gold, Palava is proud to unveil its newest offering - Lakeshore Greens, the city's finest neighbourhood! As Palava grows, it further enhances the amenities it has to offer, setting itself new benchmarks in the process. Lakeshore Greens is home to the 6-acre Lakeside Park with a Nature Interpretation Centre to explore the surrounding flora and fauna, making its citizens feel at one with nature. Its Central Avenue is a shopper's paradise, lined with high-street retail brands and an array of dining destinations, while its business district is designed to encourage one's entrepreneurial spirit. With India's revered educational institution - Shri Ram Universal School, and an Olympic Sports Complex equipped with a football field and indoor courts for an array of sports, this neighbourhood aims to encourage passion, hone talent, and ensure that the best facilities are just a short walk away for its citizens. Currently home to over 28,000 families, Palava has already begun welcoming its new citizens to Lakeshore Greens and integrating them into its Go Green initiatives by having families plant saplings for them to nurture. In addition to its local Go Green initiatives, Palava recently partnered with bigbasket to further its endeavour of conserving and enhancing the green cover of Mumbai and gifted saplings from its nursery with every organic delivery. Encouraged by the enthusiastic response, the Palava City Management Association aims to resume the activity in the near future. With the city offering a refreshing new neighbourhood, the Palava City Management Association too further extended its Citizen Voice initiative and introduced citizen core committees to offer its citizens the opportunity to actively participate in governing the city. It has already inducted citizens into the sports and senior citizens governing councils, while the events and culture council is in the process of being set up. And this year's Summer Camp saw citizens encourage their children to attend various sports and cultural activities, the camp next year will have citizen committees play an active role in organizing the same. It is indeed a moment of pride to see the city engage in participative governance with the enthusiastic support of its citizens.

Be it the Palava Carnival, Palava Corporate Challenge, Go Green tours or other cultural events, the families of Palava have succeeded in creating scores of memories at the cricket ground, the FIFA standard football field, the Rio amphitheatre, the riverside promenade, the clubhouses and other surrounding areas. As the city grows, Lakeshore Greens eagerly looks forward to fulfilling new ambitions and adding to the wonderful memories.

Shaishav Dharia,
CEO, Palava
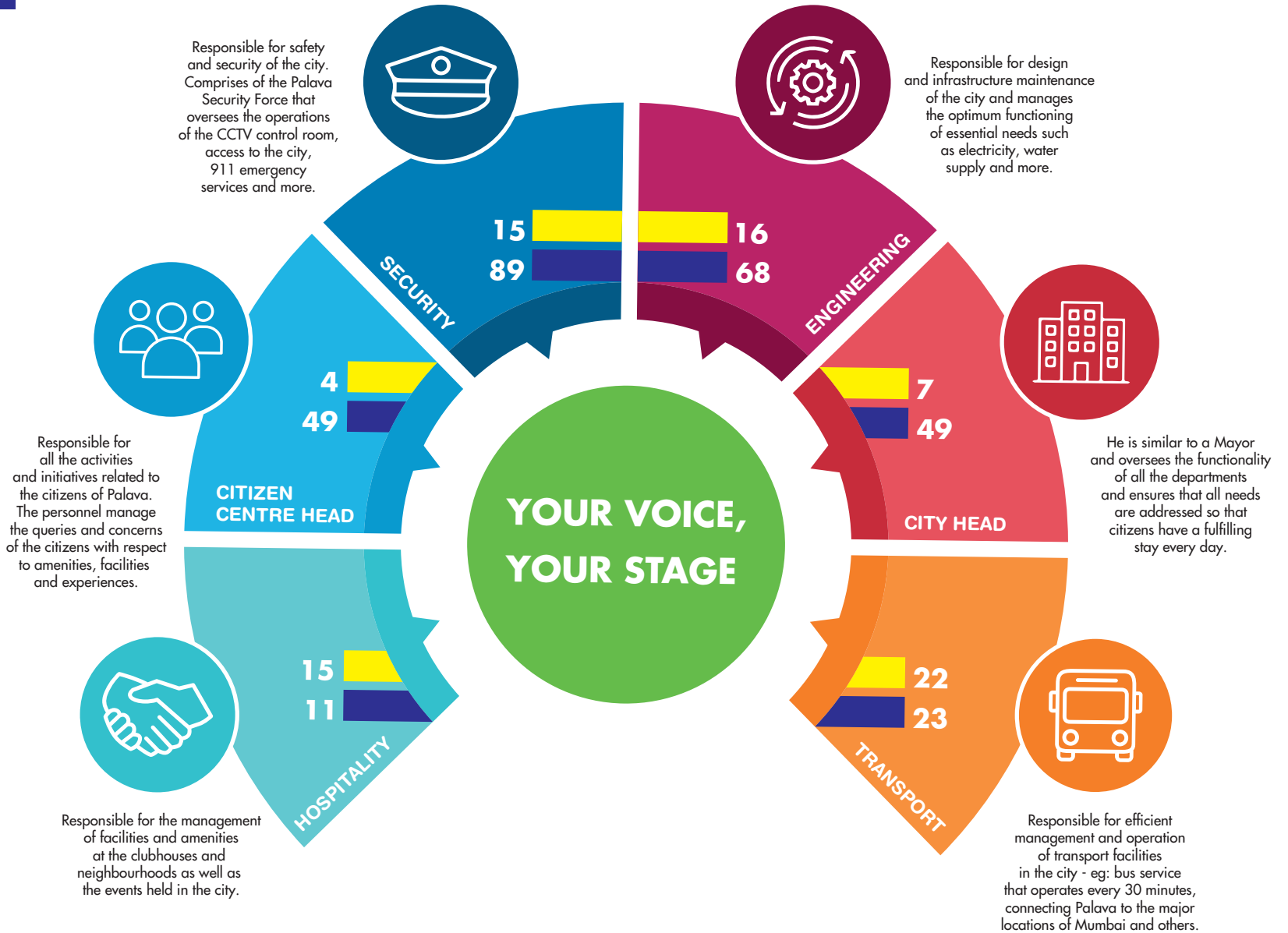**Thoughts and comments are welcome at**
palava.times@pcma.in

THE PROMISE OF A GREAT CITY LIFE

Great cities are those that offer citizens great opportunities. A city is meant to allow citizens to grow, learn, succeed and live a fulfilling lifestyle. Today, most Indian cities lag behind the pace of urbanization and fail to cope with their ever-increasing populations. Palava, on the other hand, is being designed upon a model that places utmost importance on citizens and communities, and avails of the latest technology to fulfil its vision. Exemplifying Palava's purpose of being a city 'which allows one to get the most out of life', the Palava City Management Association (PCMA) has introduced the 'Citizen Voice'. This latest initiative is the first step towards Participative Citizenship and encourages citizens to actively participate in city governance by sharing their valuable feedback with the PCMA officials. Every weekend the heads of security, infrastructure, events and others meet with the citizens to gain their feedback on the functionality of the city and seek suggestions to enhance the city's offerings. Below is a brief snapshot of topics discussed at the sessions held till date and the outcome of the engagement. Owing to the enthusiastic response, the PCMA recently inducted citizens into the Senior Citizen and Sports councils and will soon have councils formed for art and culture, events and more.

■ TOTAL CONNECT SESSIONS

■ TOTAL CITIZEN ATTENDEE COUNT

SECURITY
Responsible for safety and security of the city. Comprises of the Palava Security Force that oversees the operations of the CCTV control room, access to the city, 911 emergency services and more.
15
89

ENGINEERING
Responsible for design and infrastructure maintenance of the city and manages the optimum functioning of essential needs such as electricity, water supply and more.
16
68

CITY HEAD
He is similar to a Mayor and oversees the functionality of all the departments and ensures that all needs are addressed so that citizens have a fulfilling stay every day.
7
49

TRANSPORT
Responsible for efficient management and operation of transport facilities in the city - eg: bus service that operates every 30 minutes, connecting Palava to the major locations of Mumbai and others.
22
23

HOSPITALITY
Responsible for the management of facilities and amenities at the clubhouses and neighbourhoods as well as the events held in the city.
15
11

CITIZEN CENTRE HEAD
Responsible for all the activities and initiatives related to the citizens of Palava. The personnel manage the queries and concerns of the citizens with respect to amenities, facilities and experiences.
4
49

YOUR VOICE, YOUR STAGE

Citizen Voice: Success Stories

YOUR SUGGESTION:
Curb noise pollution at night.

OUR SOLUTION:
High decibel sounds restricted outdoors post 10 p.m.

YOUR SUGGESTION:
Extend the short boundary wall.

OUR SOLUTION:
Installation of double apron military fencing.

YOUR SUGGESTION:
Increase frequency of connecting buses.

OUR SOLUTION:
TMC to start bus service every 30 minutes.

PALAVA LEADS THE WAY FOR SMART CITIES

There is no universally accepted definition of a Smart City. It means different things to different people. The conceptualization of a Smart City, therefore, varies from city to city and country to country, depending on the level of development, willingness to change, reform, resources, as well as the aspirations of the citizens. A Smart City would have a different connotation in India than, say, Europe. Even in India, there is no one way of defining a Smart City. In the imagination of any city dweller in India, the picture of a Smart City contains a wish list of infrastructure and services that describes his or her level of aspiration. To provide for the aspirations and needs of the citizens, urban planners ideally aim at developing an entire urban eco-system, which is represented by the four pillars of comprehensive development - institutional, physical, social and economic infrastructure. This can be a long-term goal and cities can work towards developing such a comprehensive infrastructure incrementally, adding on layers of 'smartness'. Though Palava, India's first Greenfield Smart City Project, has a unique definition and vision of its own.

Palava stood proud at the 'Smart Cities Congress and Awards' and came home a winner. Find out what made it the jury's unanimous choice. Below are excerpts from an interview held by McKinsey, a global leading consultant, with Abhishek Lodha, Managing Director, Lodha Group, on his vision of building India's first privately owned Greenfield Smart City.

McKinsey: What is a 'Smart City'?

Abhishek Lodha: A Smart City is not just about technology. This misinterpretation has often led cities to make investments that are doomed to fail. Cities can be governed using technology, but must be designed with a vision. I like to say that to make a place good to live, you need 'CCTV' to work—citizens, community, technology, and vision. Probably because technology is more tangible than 'community' or 'vision,' people tend to grab it when they define a smart city. When we started building Palava, we began with the classical definition. We used the notion of 5-10-15, which means everything you require daily should be within a 5-minute walk, what you need every three to four days should be within a 10-minute walk, and things you use within a week to a month should be within a 15 to 20-minute walk. When you start designing an entire city with this in mind, there are multiple benefits. Given our population, India can never build enough roads to solve our traffic problems. What we can do is design cities so you don't need so many cars. It is also much healthier for people to walk more.

McKinsey: Why do we need smart and sustainable cities?

Abhishek Lodha: Within the next few decades, the percentage of people living in Indian cities will increase to at least 40% from the current 30%. The infrastructure in our cities often doesn't keep pace with the population growth and hinders the progress of its people. A city is meant to allow citizens to do many things - grow, learn, prosper, enjoy life with good health and live sustainably in harmony with the earth. Our cities, however, have not kept up with the pace of urbanization and are not well equipped to cope with their ever-increasing populations. They are designed with a narrow focus on building homes, workplaces, public utilities, etc., and don't provide a high overall quality of life. Currently, urban development focuses on building hard infrastructure, while the future demands a move towards developing smarter ways of planning, operating, governing and engaging with citizens.

McKinsey: How is Palava leading the way for Smart Cities?

Abhishek Lodha: Palava's vision is to be the city 'which allows one to get the most out of life'. To achieve its vision, key focus areas for the city are established, with objectives defined for each of them. Palava is being built to offer the best infrastructure in an Indian city, which supports and enhances the day-to-day affairs of its people. Palava's infrastructure is sustainable and reduces dependence on external sources, delivers 24x7 access to key civic services to its citizens at affordable costs, is reliable, and is planned far in advance to fulfil the growing needs of the city.

Other things that make Palava smart:

My Palava App.

Dedicated '911' number in case of any emergency.

My Palava e-portal.

CCTV surveillance and video analytics planned.

Rooftop solar panels.

City owned optic fibre network and free public Wi-fi.

Single integrated command and control centre.

Palava Smart Card.

A winner all the way!

PCMA personnel celebrate their achievement.

Thanks to its smart and sustainable planning, Palava was awarded with the 'Best Smart City Initiative' and 'Best Smart City Surveillance Initiative' awards at the recently held 'Smart Cities Congress and Awards' organized on 'World CSR Day' at Taj Land's End, Mumbai.

A SUMMER TO REMEMBER!

Every May, Palava ensures that children around the city have the best summer vacation possible by hosting the Palava Summer Camp. The Summer Camp, currently in its 3rd edition, was held throughout the month. Experts from the fields of sports, art and culture, make this camp a wonderful opportunity for children to acquire and learn new skills. It is famously known as the month to make new friends! Here's a snapshot of the summer memories collected this year!

Golf camp with Golfnext Academy

Location – Golflinks

Highlight of the camp - 9-acre golf course; development of perfect stance, swing, and putting.

Coach quote: *"Playing golf teaches the youth how to behave around others and imparts values such as truthfulness and strength during adversity."*
- Joel Subbarao
 Coach, Golfnext Academy

Participant quote: *"I have always been eager to play on a golf course, and at this summer camp, my dream came true. It looks easy, but golf needs a lot of concentration and hard work."*
- Amit Poddar

Swimming camp with Rupali Repale Swimming Academy
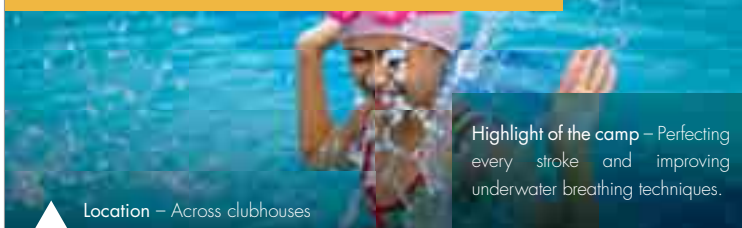
Highlight of the camp – Perfecting every stroke and improving underwater breathing techniques.

Location – Across clubhouses

Coach quote: *"Swimming is the best exercise for a full body and mind workout. In addition to making the body physically fit, it is therapeutic for the mind and improves focus and concentration."*
- Rupali Repale
 Youngest Indian swimmer to cross the English Channel

Participant quote: *"I no longer struggle to breathe in the water during freestyle. I can now swim longer and am looking forward to spending more time in the pool."*
- Arti Jain

Coach quote: *"Badminton helps build stamina and fitness, both of which are key to good health. It's gaining a lot of popularity in India and one can have a prosperous career if they focus on the game."*
- Kaustabh Virkar
 National U-17
 Badminton Champion

Participant quote: *"I used to play badminton in the park and would always miss the smash shot. Now I know how to position myself to hit a hard smash and beat my friends in most of the matches."*
- Astha Shah

Badminton camp with Prakash Padukone Sports Management
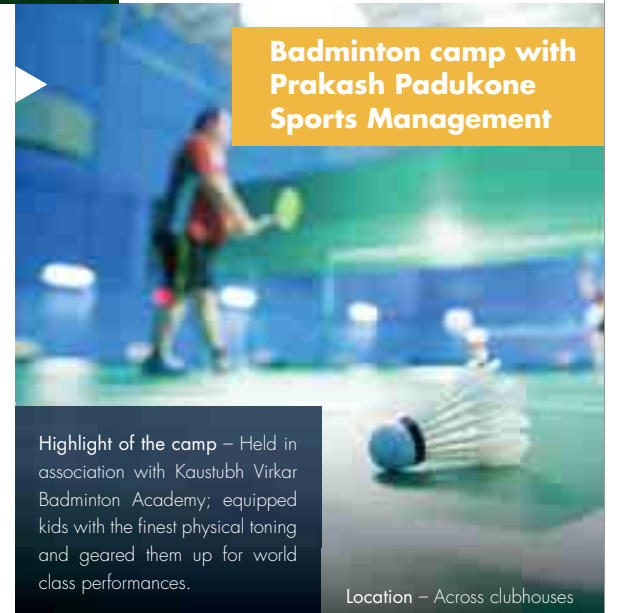
Highlight of the camp – Held in association with Kaustubh Virkar Badminton Academy; equipped kids with the finest physical toning and geared them up for world class performances.

Location – Across clubhouses

Football camp with Kenkre Football Academy

Location – Palava Football Stadium

Highlight of the camp – Master coaches teaching master techniques of ball control, flight and kicks.

Coach quote: *"Football is the fastest growing game in the country today, with the U-17 World Cup set to be held in India. The sport helps one learn the true meaning of passion and perseverance."*
- Joshua Lewis
 CEO, Kenkre Football Academy

Participant quote: *"I loved the Summer Camp as it let me become a better goalkeeper. Now I can save most of the goals!"*
- Rehaan Shah

Fri-yay

Location – Xperia mall

Glass painting, puppet-making, balloon art, watercolour art, papier-mâché workshops and more, made up for many fun filled summer Friday evenings at Xperia mall.

Kids quote: *"I loved this summer the most!"*
- Kshama Shah

Coach quote: *"Cricket is a team sport that enhances one's personality by honing skills such as team building, concentration and self-confidence."*
- Nikhil Manjrekar
 Coach, Cricket Academy India

Participant quote: *"My team made 110 runs and I scored a 50! We won because Sir taught me to run fast between wickets."*
- Ashu M

Cricket camp with Cricket India Academy

Highlight of the camp – Training with expert coaches at the floodlit 400-seater stadium.

Location – Palava Cricket Ground

A GREEN TETE-E-TETE WITH BIGBASKET

Mumbai was ranked as one of the least sustainable cities amongst the top 50 cities in the world (a report by Arcadis), reiterating a city lifestyle that is detrimental to the environment. While Palava is designed for environmental sustainability and works closely with its citizens to fulfill this ideology, it chose to encourage the rest of the Mumbai Metropolitan Region to pledge to Go Green and expand nature's footprint. Palava partnered with bigbasket to deliver 8,000 saplings across Mumbai, one with every order of an organic product. **Meera Iyer, Chief Marketing Officer – bigbasket**, shares insights on the organization's eco-friendly initiatives and its partnership with Palava.

Q What is the foremost motto of bigbasket?

Our motto is captured very nicely in our pledge. It reads - "I, as a bigbasket employee, pledge that I will work to the best of my abilities to serve my customer. Customer happiness is my happiness. Customer mera mehmaan hai, bigbasket mera shaan hai". We want to be India's most trusted and loved brand. That drives us all.

Q Share some insights on the environment friendly activities undertaken by bigbasket.

At bigbasket, environmental sustainability is a way of operation. It is our way of working. Fundamentally, as a company, we believe in sustainability and are very pro-green. It's the right way to operate businesses with equal care and concern for the environment, as well as for customers and employees. bigbasket believes in doing well by doing good and that includes doing good for the environment. Go Green is a part of our operating DNA. We have taken several steps towards this, such as delivering groceries to our customers in open crates instead of plastic bags. Crates are costlier and are actually more difficult to handle but we chose to do it the green way from the beginning. We follow waste segregation and management at all our facilities; our packaging in Bengaluru for fresh products is completely paper. In other cities, too, we use biodegradable plastic and corrugated boxes that are recyclable. We are soon going to roll out two green projects in the form of solar roof panels and e-vehicles. There are other things that we do like maintaining greenery around our facilities wherever there is space or using less paper in our offices.

Q Could you share more details about the solar roof panels and e-vehicles that will be soon implemented?

There are 2 places where we have successfully initiated green projects, which will now be rolled out across all cities. First, we have completed the installation and testing of solar energy panels in Bengaluru. The rooftop of our warehouse is now covered with solar panels, which provide almost a 5th of our power requirements. We will be rolling that out across the country. In the other case, we have tested using e-vehicles in lieu of regular fossil fuel powered vans in Delhi and will be using those for delivery.

Q Could you shed some light on bigbasket's waste management plans and how they prove beneficial to the farmers?

bigbasket follows waste segregation and management procedures across all its facilities. In many cases it's mandated by the government, but even where it is not, we follow it. In Bengaluru, we give the wet waste to our farmers, who in turn use it for composting and recycling. This helps them, the environment and the brand too!

Q What is your growth rate in India and what are your future plans?

We ended 2016-17 on a high, becoming the 6th largest retailer across all formats in the country. This is no mean achievement for a company that is just 5 years old. Our ambition is to break into the top 3 in the coming year and eventually be on top. We want to do this in a sustainable way where our real growth is measured by the goodness of life we provide to the communities we serve. Today, we have a base of 4.5 million users and we are committed to give them the best customer experience, as always.

Q Do you feel India is enthusiastic about organic products? Can you share insights on the consumer evolution in this category?

There is undoubtedly a movement towards organic. Our organic business and share of organic business in the 2 key categories we provide organic options in – fruits and vegetables, and staples - is growing very well month-on-month. Almost 25% of bigbasketeers buy organic products. We see doctors recommending them to a lot of people too.

Q What led to you partnering with Palava on its Go Green initiative?

A green world is good for everyone and we are happy to have partnered with Palava on this initiative. When the activity is associated with conserving or enhancing the environment, we don't think twice before throwing in our hat. We are really happy to work with likeminded organizations that share our passion, and Palava is indeed a part of that fold.

5 QUICK TIPS TO GO GREEN

Breathe in the fresh air, inhale the fragrance of wet soil and enjoy fresh herbs while staying indoors with these quick tips that show you simple ways to build a garden in your home!

Stacked Crates

Simply stack the planter crates in a pyramid shape to create a vertical planter pyramid. Protect the stack from falling by supporting its sides and base with wooden planks. Pick a corner in your garden and get going today!

Recycled Soda Bottles

Your child's empty cola bottles can become your vertical garden! Give the bottles a clean wash, fill them tight with soil and have your favourite plant greet you every day as you hang it along the clothesline!

Indoor Herb Garden

You can build your own hanging herb garden in your kitchen window! Take wooden rods and curtain rings and simply hook your pots into the rings. Imagine plucking fresh basil leaves straight from your kitchen to add to the spaghetti arrabiata!

A Garden Wall

Build your vertical garden by fixing hex wire netting to a cedar frame. A vertical wall can accommodate up to 35 small terra-cotta pots. Who said walls are only meant to be painted and adorned with frames and artifacts?

Hanging Planter

To make a hanging planter, take two wooden planks with openings that let the pots dangle. Place the planks evenly between two pieces of rope and secure them with zip ties for a uniform look. This makes a perfect accessory for the portico.

Source: www.countryliving.com

LETTERS OF APPRECIATION

Dear Shaishav Ji,

This is yet another complimentary email from me. You guys continue to amaze me with your efforts and services. I can clearly see that the processes and the values that your associates work with are genuinely top class. This email is about the efforts that Mr. Bhushan Ramwani from the PCMA team undertook to get my Golflinks villa ready for me before possession. The minutest of details from the paint being perfect to the cleaning and sanitation of the rooms and toilets were all executed to perfection. The fountains were also in working condition and I couldn't have asked for anything more. The view of golf course is also fabulous. The behaviour of the entire team was also very polished, polite and highly professional. It almost seemed that I was in a 5-star hotel when they received me at the bungalow because of their manners and etiquettes. I would like to express my sincere thanks to Mr. Bhushan Ramwani for the excellent service and hope that other developers have such dedicated and committed staff. The real estate industry would be even greater if that were to happen.

With kind regards,
Navin Agarwal
Golflinks, Villa No 18

Dear PCMA,

I would like to thank Mr. Manoj M. Sanil for the efficient work carried out by him with regards to the restoration of my flat, Marina - D - 101, which was damaged by drain water (in reverse flow) from the kitchen drain. I expressed my utter dismay at the state of my flat to Mr. Manoj, who assured me that my flat would be handed back to me in its original state. He then took up the work diligently and supervised every aspect from clearing of the blockages to the cleaning and repainting of the flat. He updated me about the progress at regular intervals and truthfully explained the reasons for the delays. All the minute details which were pointed out by me (except the leakage in the drain pipe adjoining my flat, work on which is still pending) were noted down and acted upon to my immense satisfaction. There were several setbacks and challenges which he handled with efficiency and completed the task resourcefully. I have found him to be reliable, dedicated, and resourceful, and an asset to any team. I would also like to express my thanks to Mr. Venkatakrishnan Iyer, whose kind intervention helped speed up the process and whose genuineness and honesty has restored my faith in the accountability and transparency of the system. With such dedicated and sincere team members, PCMA is definitely headed in the right direction and will surely achieve their goal of making Palava a world class city.

Regards and best wishes,
Dr. Dipti Kotyan
Marina -D-101, Casa Rio

Dear PCMA,

We Serenites would like to express our heartfelt thanks and gratefulness to PCMA who provided us with unconditional support and guidance during the catastrophic crisis that hit the Serena Society, when the pump house was found flooded early morning. We were provided with the means and hands to get the water supply up and running by 9 p.m. Words are not enough to express our gratitude at the response we got from your team, despite it being a Sunday.

The names which come to our mind are - Mr. Devesh Rathore, Mr. Ajay Dixit, Mr. Umesh Dubey, Mr. Shrikant Raskar, Mr. Mangesh, Mr. Manoj as well as all the technical staff who worked for us.

Regards and best wishes,
Dr. Dipti Kotyan
Marina -D-101, Casa Rio

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PALAVA TIMES QUIZ

1. Which town introduced neighbourhood governance in London?
a) Kingston
b) Chelsea
c) Queens
d) Kensington

2. What is the Palava's citizen portal called?
a) www.mypalava.in
b) www.palava.in
c) www.myhome.in
d) www.palavacitizen.in

3. Which two awards did Palava win at the 'Smart Cities Congress and Awards'?
a) Best Smart City Initiative
b) Best Sustainable City
c) Best Smart City Surveillance Initiative
d) Best Greenfield Smart City

4. What is the citizen participation forum at Palava called?
a) Citizen Voice
b) Citizen Speak
c) Citizen Talk
d) Citizen Meet

5. Which of the below is NOT used by bigbasket?
a) Recyclable crates
b) Battery operated e-vehicles
c) Solar rooftops
d) Jute delivery bags

6. What is Bhaichung Bhutia also known as?
a) Sikkimese Sniper
b) Golden Foot
c) Indian Pearl
d) Ugen

7. How many saplings were distributed by Palava with bigbasket?
a) 8008
b) 8800
c) 8000
d) 800

8. Who is Palava's cricket training partner?
a) Cricket India Academy
b) Mumbai Cricket Association
c) Cricket Australia
d) Brett Lee Foundation

9. Which country first introduced Participatory Budgeting?
a) Italy
b) Brazil
c) Canada
d) India

10. What is Janaagraha's city engagement portal called?
a) I change my city
b) I love my city
c) My city. My change.
d) Citizen governance

Winners of the previous quiz:

1. Mridula Bhat
2. Shraddha Paradeep Sevak
3. Pranav Kalambe
4. S Jayaprakash Iyer
5. Afan Zaheer Pàgarkar
6. Veena Easwaran
7. Krishna Lapsia
8. Kalpana Thakare
9. Ram Kedia
10. Suraj Iyer

Email your answers to
palava.times@pcma.in with your
name, age and location.
10 lucky winners will win
gift vouchers worth `500 each.

A FUTSAL WEEKEND WITH BHAICHUNG BHUTIA

50 corporates. 200 matches. 1 winner. And to top it all - Bhaichung Bhutia! The Palava Corporate Challenge 2017 witnessed it all amidst some stellar company! Corporates from Capgemini, Deloitte, JP Morgan, Mastek, Accenture, Convergys, Wipro, Godrej and Boyce, Nomura, and Tech Mahindra, to name a few, put their best foot forward on the FIFA standard astro turf at the Palava Football Stadium. The finale saw the best 12 battle it out before the legend of Indian football - Bhaichung Bhutia, who cheered every good tackle and goal! As the day concluded, history repeated itself and defending champions Intelenet Global Services defeated WNS to go home as champions once again! Held over two weekends, the 2nd season of the Palava Corporate Challenge raised the bar as it hosted Sikkimese striker Bhaichung Bhutia at Palava.

On arrival at the Casa Rio Clubhouse, he put the audience of Palava citizens and other guests at ease by patiently taking all their questions and answering them with equal enthusiasm.

Narratives from his professional career, his faith in the promising future of Indian football and success mantras for becoming a professional football player inspired everyone in the room. The unfazed popularity of Bhaichung was evident as hundreds of followers thronged to Palava's Xperia mall to catch a glimpse of the charismatic Indian football superstar.

Be it the number of teams, the number of players, the number of days or the number of minutes, the Palava Corporate Challenge only grew bigger. And with India's legend in the dugout, it could not have gotten any better!

Palava Times had the opportunity to lunch with India's football legend, who was named Ugen at birth but chose to make his pet name, Bhaichung, his identity! Here are excerpts from the conversation that afternoon:

Intelnet Global Services players pose with the Palava Corporate Challenge 2017 trophy alongside Bhaichung Bhutia.

Indian football whiz Bhaichung Bhutia watches the action unfold at the Palava Corporate Challenge 2017.

Q What does football mean to you?
To me, football means life. It's what I live for, it's what makes me wake up every morning.

Q When and how were you first introduced to this sport and by whom?
The Sikkim culture introduced me to this sport and even today it continues to introduce hundreds to the passion and excitement of football. I began playing football at the age of 6 with my brother, who was then 8.5 years old. I turned professional at 16.

Q What made you pursue football over other sports?
In Sikkim, football is way of life. It is the heart of Sikkim's culture. Even today, children there only play football as a sport in literally every nook and corner of the city. The people are very passionate about football, regardless of their age or socio-economic status.

Q What are your 3 biggest learnings from football?
Football taught me a lot, but if I must pick the top 3, they will be being patient, always holding the flag of hope high, no matter how bad the defeat, and the essentials of teamwork. It taught me to always look for opportunities, to play together and give every match my very best.

Bhaichung Bhutia wows the audience with his skills at Xperia mall.

Bhaichung Bhutia strikes a pose with a young fan at Xperia mall.

Q What is your biggest achievement as a player?
My biggest personal and professional achievement is helping India qualify for the Asia Cup! Our country achieved that feat after 28 years.

Q What is the motto of football in your own words?
Football means teamwork. That is, and will always remain the motto of the sport for me.

Q Do you have any regrets or unfulfilled wishes as a player?
I am content as a player, though if could turn back time, I would have surely wanted to play in the World Cup.

Q Tell us about your experience at the Palava Corporate Challenge 2017.
I am delighted to be at the Palava Corporate Challenge and feel it is a wonderful initiative to motivate and encourage corporates to play football. Futsal gives them an opportunity to step out of their boardrooms, stay healthy, and compete fairly. The FIFA standard astro turf at Palava is well maintained and it would be nice to see more youngsters utilize this infrastructure. Futsal is the best form of football as it's entertaining, fast and quick, while keeping the sport of football and its spirit intact.

Q Tell us more about your training academy and future plans.
I host the biggest Grass Roots Programme in India for football and aim to make it available across the country, while spotting and honing local talent. We have been providing coaching for over a decade and presently have centres across Delhi, Mumbai, Bengaluru, Chandigarh and Gurugram, and aim of expanding steadily. Presently, the Grass Root Programme has over 100 coaches, who train over 2,000 kids for an hour every day. We presently offer 30% scholarships to talented children and already have two of them representing India in under – 16 and under – 19 categories, respectively.