Design Opportunities
and Challenges
in Indian Urban Slums
- Community Communication and Mobile Phones

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Research Problem

What are the design opportunities and challenges for mobile based community communication services for residents of Indian urban slums?
Thesis Timeline

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<th>Phase 1</th>
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<td>Identifying Practices of mobile phone's use</td>
<td>Analysis and Documentation</td>
<td>Understanding community and communication of an Indian Urban Slum</td>
<td>Analysis, Documentation and Design Concept</td>
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<td>July-August '08 India</td>
<td>September-November '08 Finland</td>
<td>January-February '09 India</td>
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Conceptual Frameworks

Community Informatics (de Moor 2009)
Communicative Ecology (Tacchi et al. 2003)
Communities of Practices (Wenger 2004)
Research Method: ‘Self Documentation’
Research Method: Social Map Drawing
Research Method: Rapid Mobile Prototyping
Sudarshan Layout, an urban slum
Communicative Ecology (Social Layer) of AC3
Local Shopkeepers, a ‘Human Node’ of Community Communication
Volunteers, a ‘Human Node’ of Community Communication
Needs for Community Communication

a. Community Communication of Slums with world outside

b. Community Communication between Slums
Some identified **Design Challenges**

Design which works with **basic mobile phones**.

Design of service which is completely **voice** based.

Design which is as easy as **calling and disconnecting a call**.

Design which utilizes existing **relationships, social bondings, and trust**.
Design Concept:
Asynchronous Voice based Community Communication Service
Further Research

**Mobile Interfaces** (contact book, camera, voice recorder, loudspeaker and microphone)

**Asynchronous Voice Mode**

**Sharing of Voice files**

**Human Nodes**

**Small Public Spaces**
If you’re interested to know more about the research then please contact me at:

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