

# Practical Strategies that can Improve Lives of Informal Workers and Settlement Dwellers

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# Outline of presentation

Part 1: Multiple challenges and risks of slum dwellers

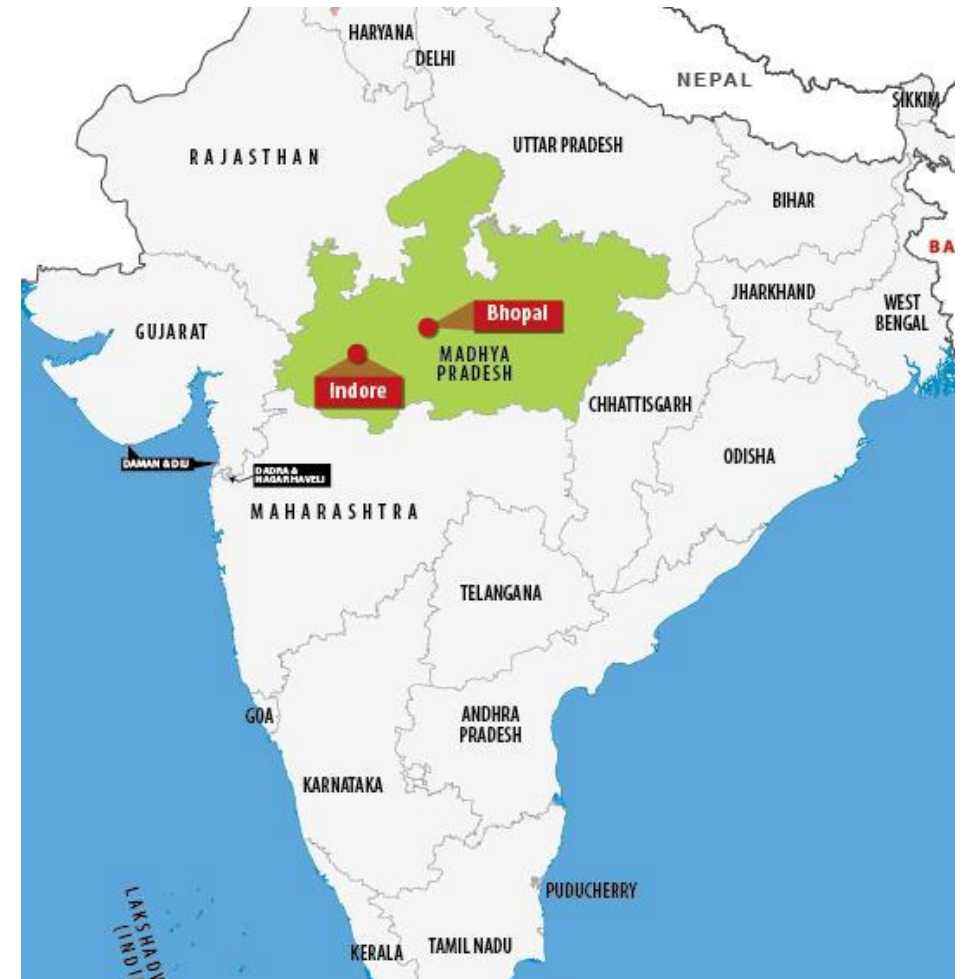
Part 2: Approaches to redress challenges

Part 3: Outcomes of efforts in Indore and Agra

Part 4: Research, policy and practice implications for LMIC cities

# Context of Indore city, India

- The UN estimated that there were 61 million-plus cities in India in 2018.
- Indore-representative of million-plus cities of India. Population - more than 3.14 million in 2021 (estimated based on 44% decadal increase)
- Nearly 50% population lives in slums.
- An emerging commercial hub of Central India attracting migrants from other states.



# Context of Agra city, India

- Agra-representative of million-plus cities of India. Population - more than 2.62 million in 2021 (estimated based on 23% decadal increase)
- Estimated slum and informal settlements population of about 100,000 (UHRC estimate).
- Agra is an emerging commercial hub owing to its flourishing leather and tourism industries.



# Part 1: Multiple challenges and risks of slum dwellers

# Poor housing conditions

- Many slum dwellers live in small or single-room homes with poor ventilation or houses made of semi-permanent material.
- Housing materials, such as corrugated metal sheets, absorb and transmit heat into the living space.
- Congestion in living spaces increase risk of infections.

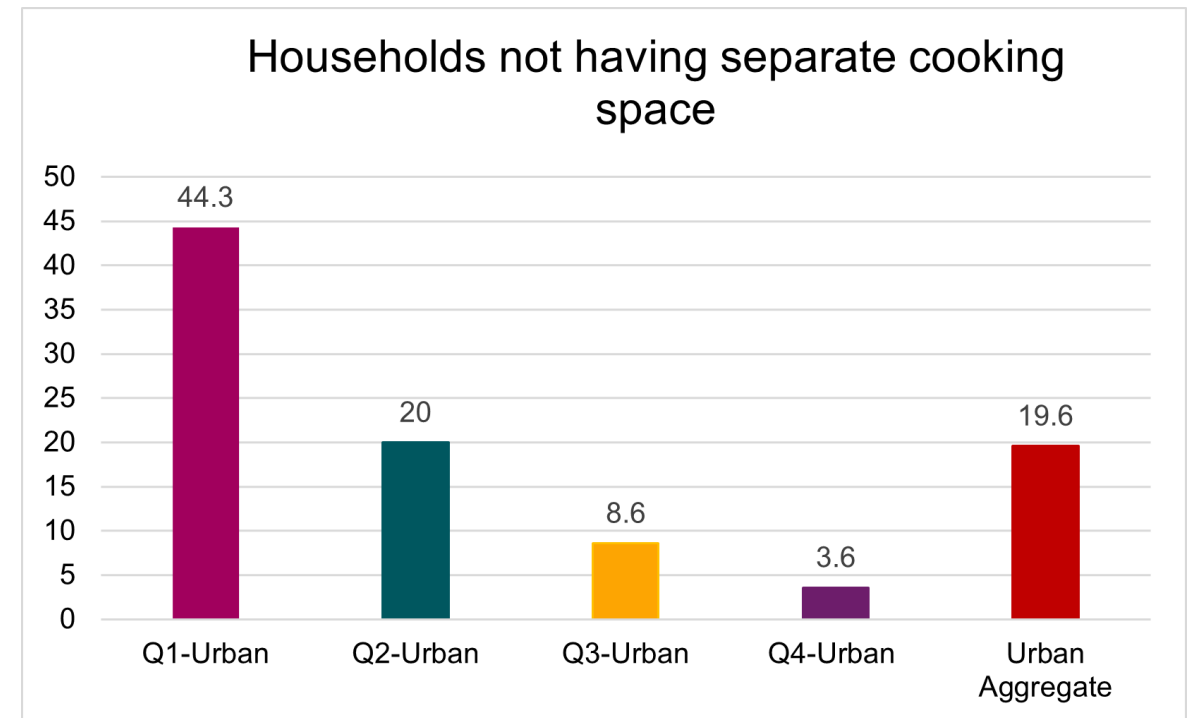
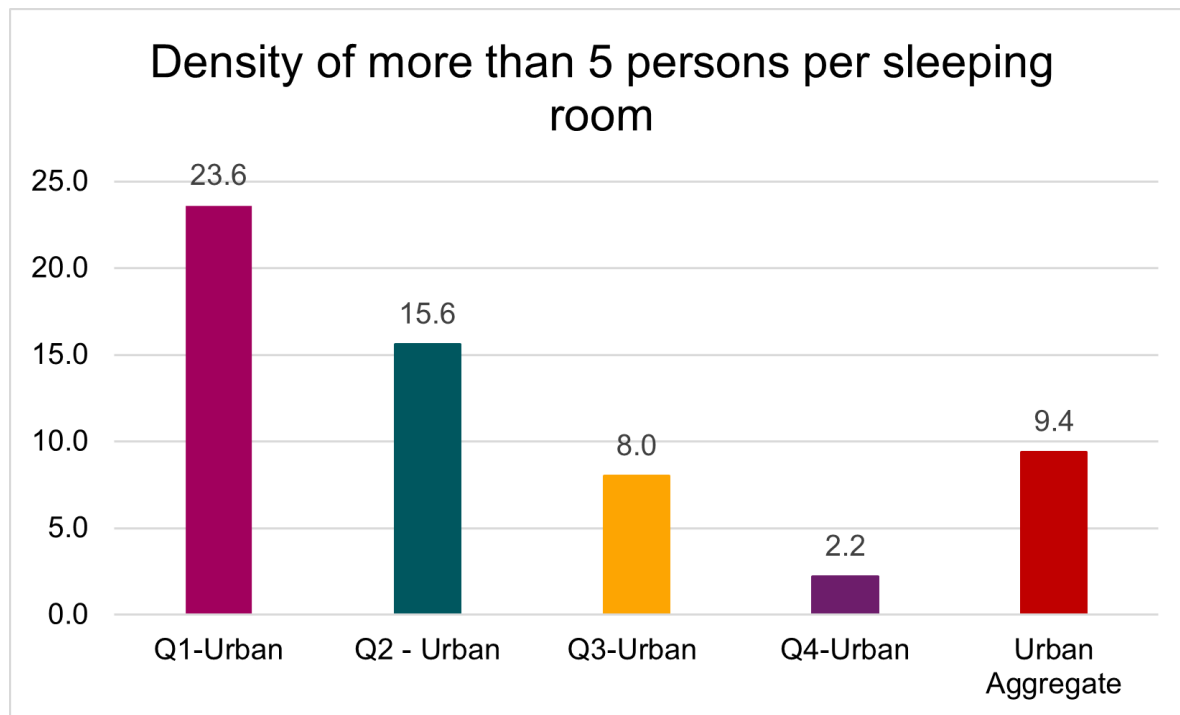


A single room house in a slum



House made of semi permanent material

# Living space congestion is more than 10x higher among the poorest urban quartile compared to the richest



Analysis of urban component of NFHS-5 (2019-21) by wealth quartiles.  
Q1 is the poorest urban quartile, Q4 the richest.



# Heavy Downpour and Living Environment

- Few days with intense rains result in waterlogging in narrow lanes.
- Lack of storm-water drains in lanes also contributes to water logging.
- In low-lying houses, water enters and damages household items, documents, food grains (heightening food insecurity)
- Rainwater also leaks through crevices of homes resulting in dampness in walls and increasing risks of bronchitis.



Water logging



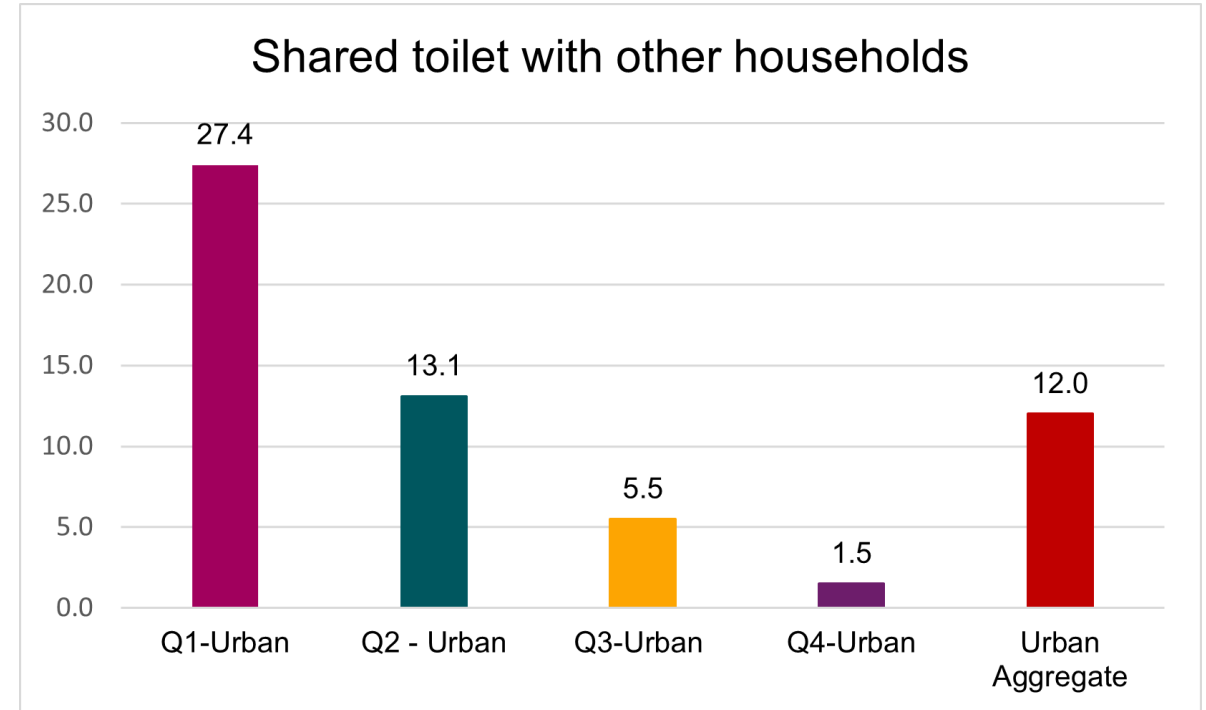
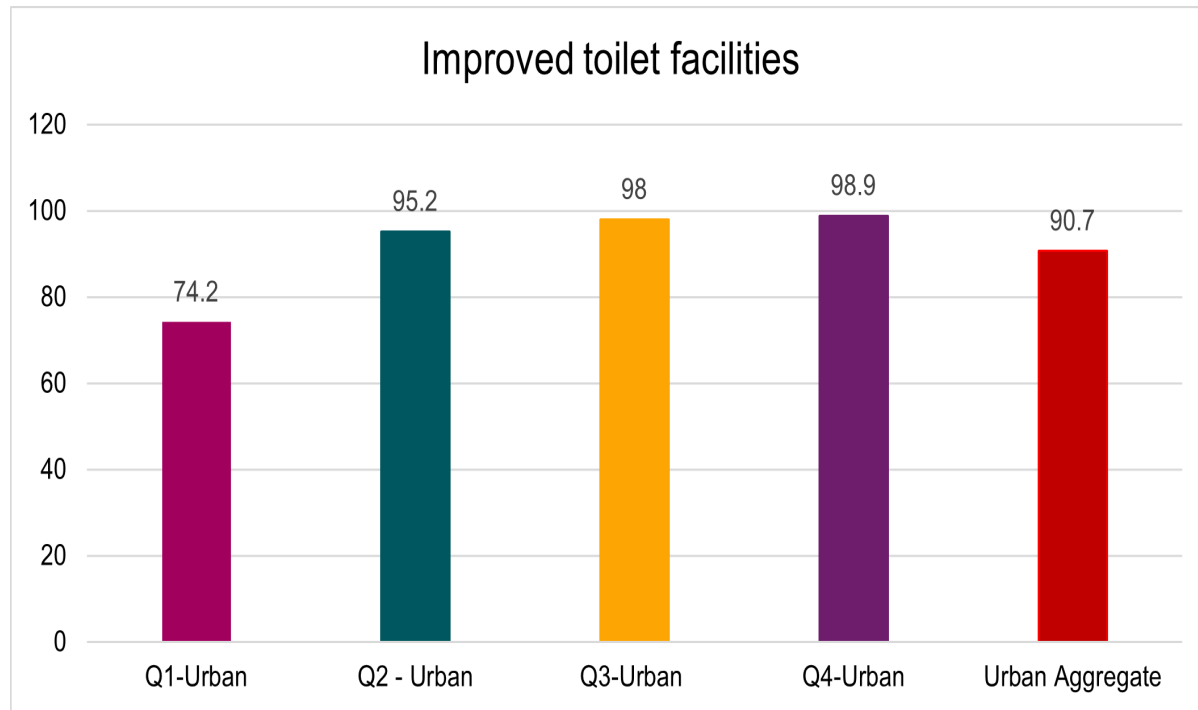
# Sanitation Challenges

- **Insufficient sewerage:** Many lanes lack sewerage; families often let the latrines flow out of the back of the house, increasing risk of infections.
- **Poor maintenance, infrequent cleaning:** Toilets become unusable till the sewerage line is cleared. Sludge is often left on the lanes.
- Among families on rent, 4-5 families share a toilet (implying 16 to 20 persons per toilet)
- Several families get young children to defecate at a suitable place. They dispose the stool in a vacant plot or with household garbage.



Toilet flowing out behind house

# Sharing toilet with other families is 18x more likely in the poorest urban quartile than the richest quartile



Analysis of urban component of NFHS-5 (2019-21) by wealth quartiles.  
Q1 is the poorest urban quartile, Q4 the richest.

## Poor access to services

- Informal settlements are often excluded from essential services like garbage collection and piped water supply.
- Women and children have to fetch water from distant sources hence missing out on work and education.
- Slum dwellers lack negotiation skills to demand better services.

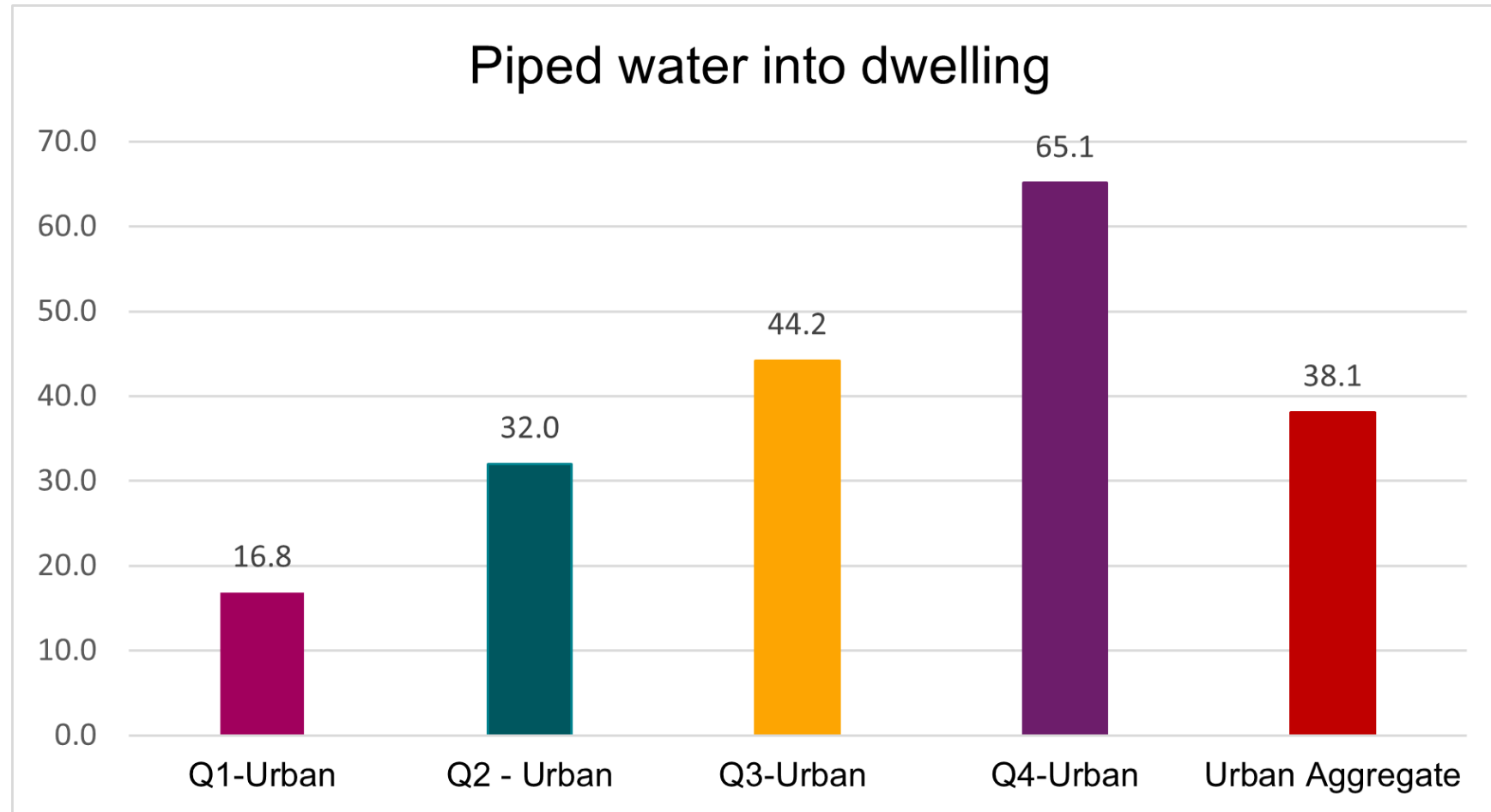


Dumping of garbage in open spaces



Girls fetching water from a distance

Those in the poorest urban quartile are 4 times less likely to have piped water supply than the richest quartile



Analysis of urban component of NFHS-5 (2019-21) by wealth quartiles.  
Q1 is the poorest urban quartile, Q4 the richest.



# Gendered Challenges

- Particular burdens are faced by female headed households such as a) widows; b) those deserted by husbands; c) alcoholic husbands; d) husband incapacitated due to illness
- Women face domestic violence; burdens of earning, caring and household chores.
- Gender disparity in wages and skill upgrading.



Factory worker carrying heavy weight



Woman doing packaging work at a factory

# Difficulties in accessing social protection

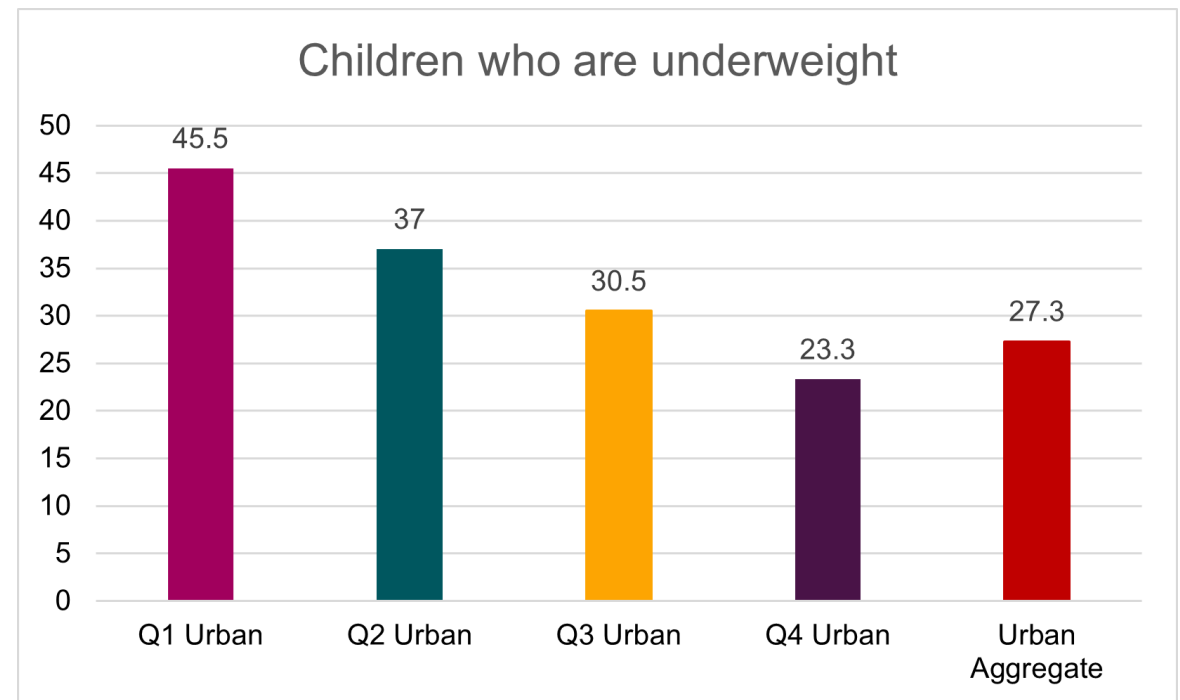
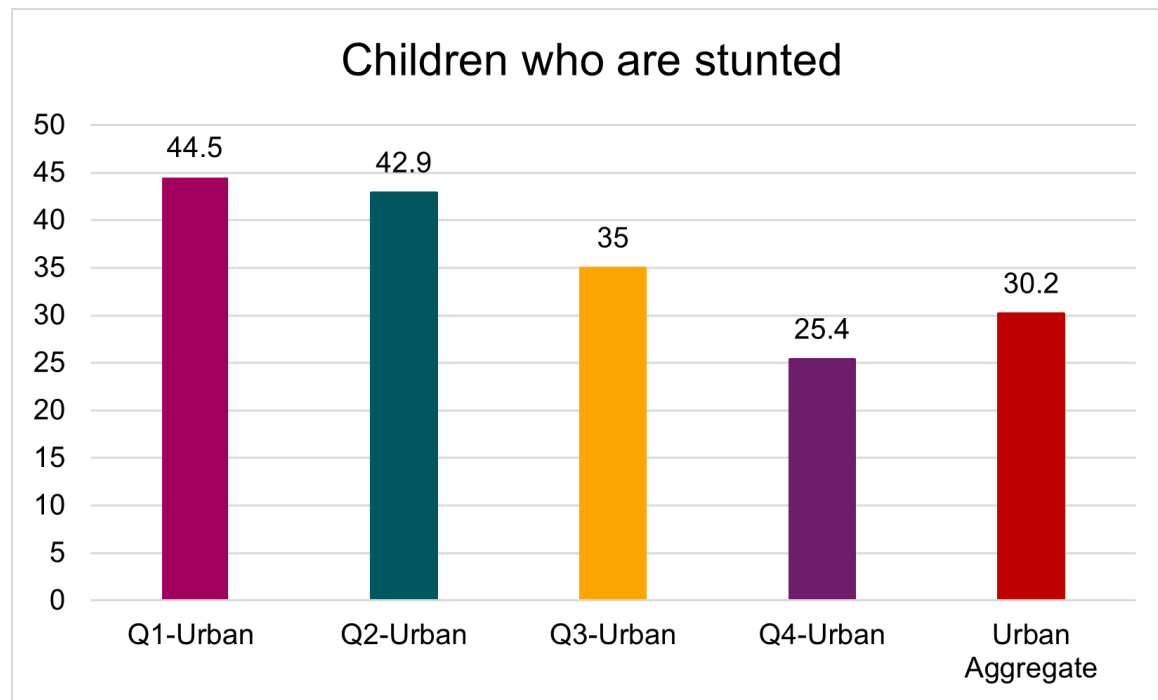
## Food subsidy, widow pension, old age pension

- Inability to arrange basic documents such as Universal ID;
- Details being wrongly entered earlier, such as DOB, spelling of name;
- Not having updated address;
- Restricted mobility among elderly;
- Lack of support system;
- Difficulty in understanding requirements to apply for benefits.



# Intra-urban disparities in undernutrition levels among children <5 years

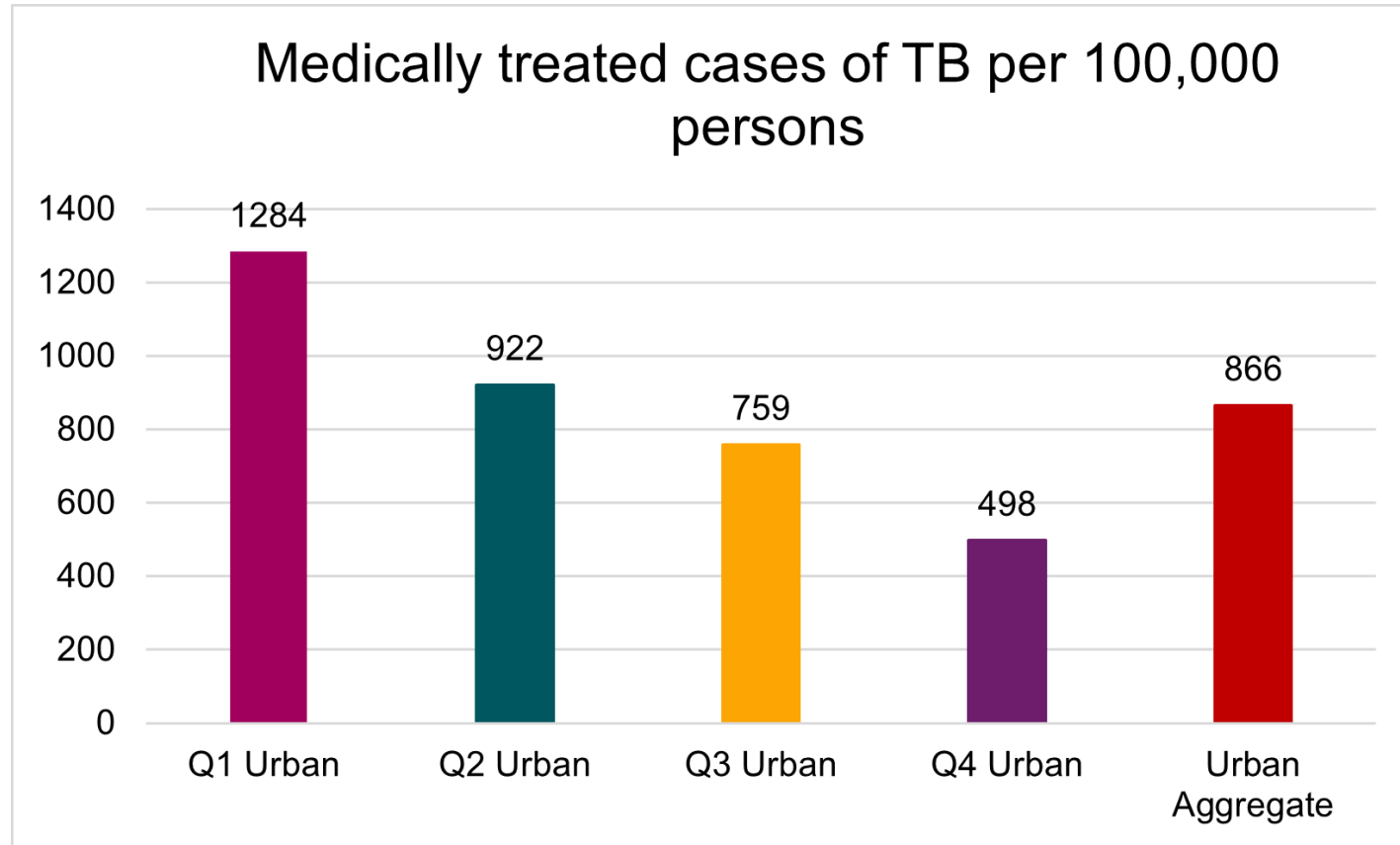
High undernutrition suggests overall deprivation



Analysis of urban component of NFHS-5 (2019-21) by wealth quartiles.  
Q1 is the poorest urban quartile, Q4 the richest.

Tuberculosis prevalence is 2.5 times higher in the poorest urban quartile compared to the richest quartile

Suggests overall deprivation

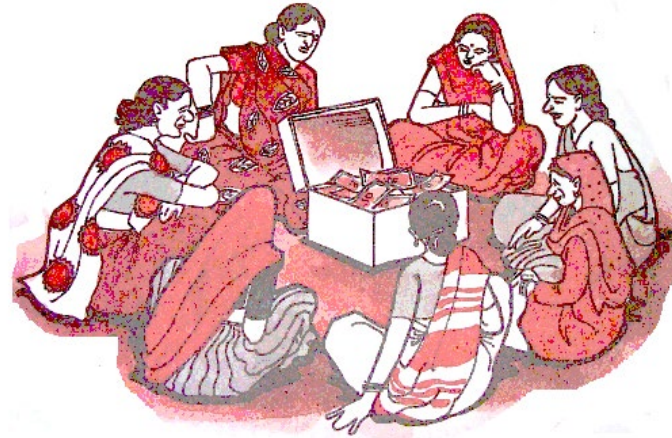


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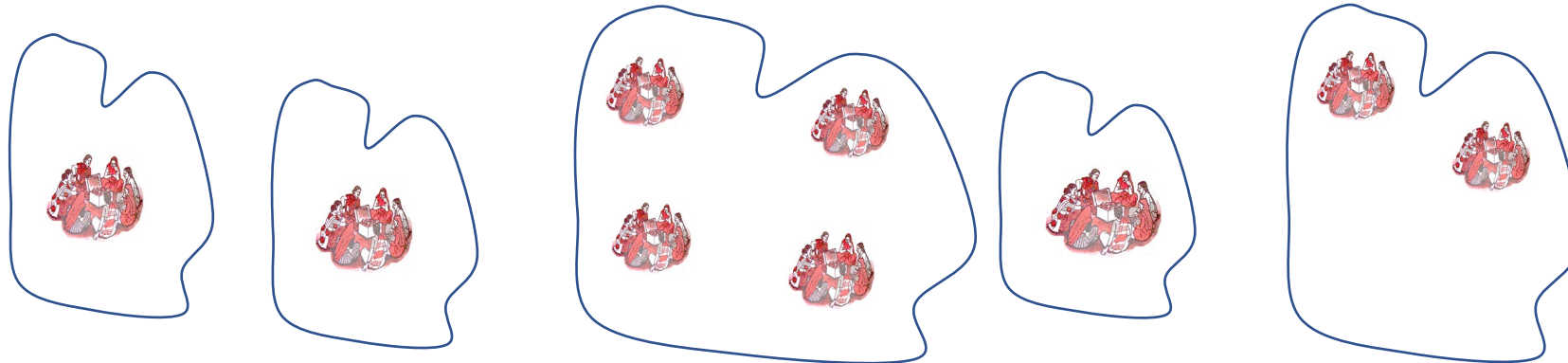
## Part 2: Approaches to redress challenges identified

# Slum women's groups

Demand side efforts to improve service access



Cluster level negotiation team



Women's groups are the bedrock of improving service access at slums and local area levels.



# Community meetings where challenges are listened to, discussed and prioritized



Patient and active listening is crucial for stimulating action in settlements.



# Community requests being written with the help of team members





रिमाइन्डर - 16

श्रीमान  
कलेक्टर महोदय जी  
इन्दौर मंत्र  
जन सुनवाई

Date- 28-2-23

विषय: कस्ती में सड़क बनवाने हेतु रिमाइन्डर पत्र  
महोदय

विनम्र निवेदन है कि हम सभी नन्दन बाग गली नं- 1 के निवासी हैं। हम क्षेत्र बागगंगा वार्ड क्र. 16, झोन क्र. 4 के रहवासी हैं। हमारे यहाँ नन्दन बाग गली नं 1 में सड़क न होने के कारण बहुत परेशानी होती है। बारिश के दिनों हमें कीचड़ से गुजरना पड़ता है। सड़क पर गाड़ी चलते चलते दुर्घटनाग्रस्त हो जाती है। एवं छोटे बच्चों को स्कूल जाने में चुनौती आती है।

हम यहाँ 16 बार बार रिमाइन्डर दे चुके हैं। लेकिन अभी तक कोई कार्यवाही नहीं हुई है। हमने आवेदन झोन में पार्षद जी के पास भी दिया। परन्तु इस पर कोई कार्यवाही नहीं हुई है।

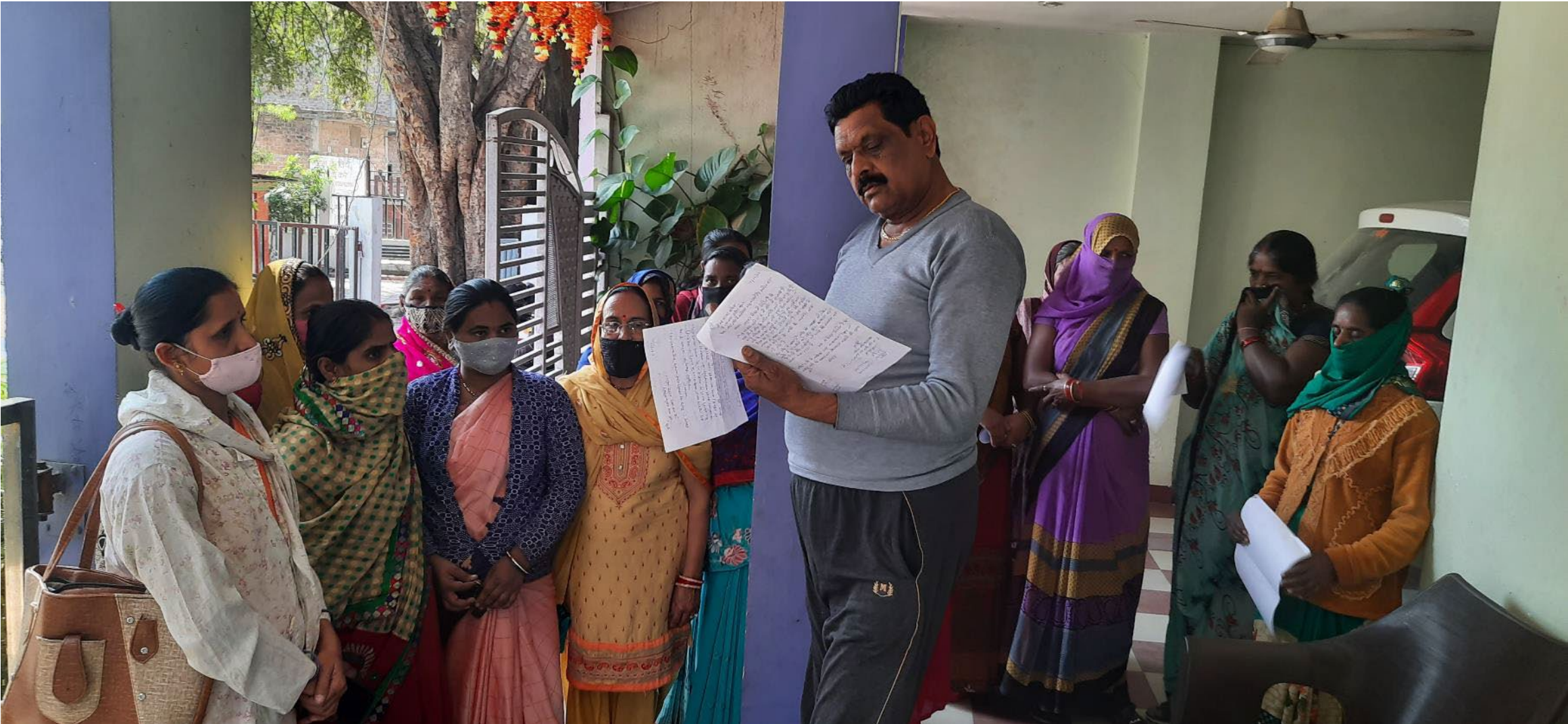
आप से निवेदन है कि आप सड़क बनवाने का काम शीघ्र चालू करवायें।

धन्यावाद  
प्रार्थीगण

क्र	अक्षरों के नाम में	हस्ताक्षर
1	पुष्पा शर्मा	62683396501 शिवनी विष्णु
2	शिवानी विष्णु	8770113534 पुष्पा शर्मा
3	मीरा शर्मा	सहायसहार
4	सुनीता शर्मा	सुनीता शर्मा
5	पुष्पा तिवारी	पुष्पा तिवारी
6	गीता पाल	गीता
7	मिर्मला शर्मा	निर्मला शर्मा
8	शेखा मनापत	शाकना परिवार
9	सुनीता शर्मा	दिवा कर्कर
10	कुल देवी	कुल देवी
11	शोभा गेहरोली	शोभा
12	मानकुवर परिहार	मानकुवर
13	अशीला शर्मा	शोभा देवी
14	शोभा देवी	शोभा देवी

Example of a collective request. Signatures of slum women, phone numbers of three women for credibility and demonstrating community demand.

# Collective requests submitted to ward councilor





# Amiable “Demand-Side” Negotiation through Community Requests helps utilization of allocated funds for slum upgrading

दिनांक 08/12/2016

श्रीमान पार्षद महोदय  
 पार्स क्र. 16  
 नन्दनबाग विकासी वस्ती गली नं. 1  
 दिल्लीया वादशाह रोड इन्दौर

विषय = पिने के पानी हेतु वीरिंग करवाने हेतु

महोदय,

पिछम जिवेदन हेतु हे हम सभी नन्दनबाग वस्ती के गली नं. 1 के निवासी है हमारी वस्ती में पिने की पानी की बहुत समस्या है तथा हम पिने का पानी खरीद कर पीते है तथा हमारी वस्ती में सभी मासिकी करने वाले लोग रहते है तथा हमारी वस्ती में पू. ए. व. आर. सी. संस्था वस्ती विकास के क्षेत्र में कार्य कर रही है जतः आप से निवेदन है कि हमारी वस्ती में जल्दी से जल्दी वीरिंग करवाने की कृपा करें।

हमसे सम्बन्धित जानकारी इस प्रकार है  
 पता नन्दनबाग दिल्लीया वादशाह रोड गली नं. 1 इन्दौर

सदस्यों के नाम

1. सुनिता थादव	9755949706
2. निर्मला शर्मा	7806035477
3. जर्जा घाल	7610161545

आशीर्वा  
 विनम्र शर्मा  
 जर्जा घाल

Community reminder



Registering community request in District ‘Public Hearing’.

जन आकांशा आवेदन प्राप्ति रसीद  
 कार्यालय कलेक्टर जिला इन्दौर  
 जनसुनवाई हेतु आवेदन पत्र

क्र. 5277 दिनांक 26/11/16

1. आवेदक का नाम ..... श्रीमती, निर्मला

2. आवेदक का मोबाईल नम्बर ..... 9691342352

3. (उपरोक्त मोबाईल नम्बर पर आपकी जनसुनवाई आवेदन से संबंधित जानकारी भेजी जाएगी।)  
 आवेदक का पता (i) ग्राम ..... (ii) ग्राम पंचायत .....  
 (iii) विकासखण्ड ..... (iv) तहसील .....

4. संपर्क विभाग . 1. महिला एवं बाल  
 2. न्याय व्यवहार

5. आवेदन पत्र का संक्षिप्त विवरण -  
 वृ. वा. व. में मांगवली  
 सुविधा हेतु।

संलग्न सहपत्र हैं / नहीं

आवेदक अपने रजिस्टर्ड मो. नं. या स्वयं जन आकांशा (<http://janakanshalndore.org>) पोर्टल पर जा कर आवेदन के 15 दिनों के पश्चात आवेदन पर की गयी कार्यवाही का विवरण देख सकते हैं।

आवेदक के हस्ताक्षर ..... प्रति निमित्त के हस्ताक्षर .....

निर्मला

Receipt from Dist. Magistrate’s office

Demand side component of accountable urban governance requires deprived communities to actively participate in the governance mechanism: maintain paper trail, use government accountability platforms, persevere with tact (including tea + biscuits, polite thank you) towards access to urban services, utilization of Government allocation.



# Outreach efforts to enhance access to social protection schemes



Providing guidance on filling forms of social benefits



Submitting forms at Government kiosks

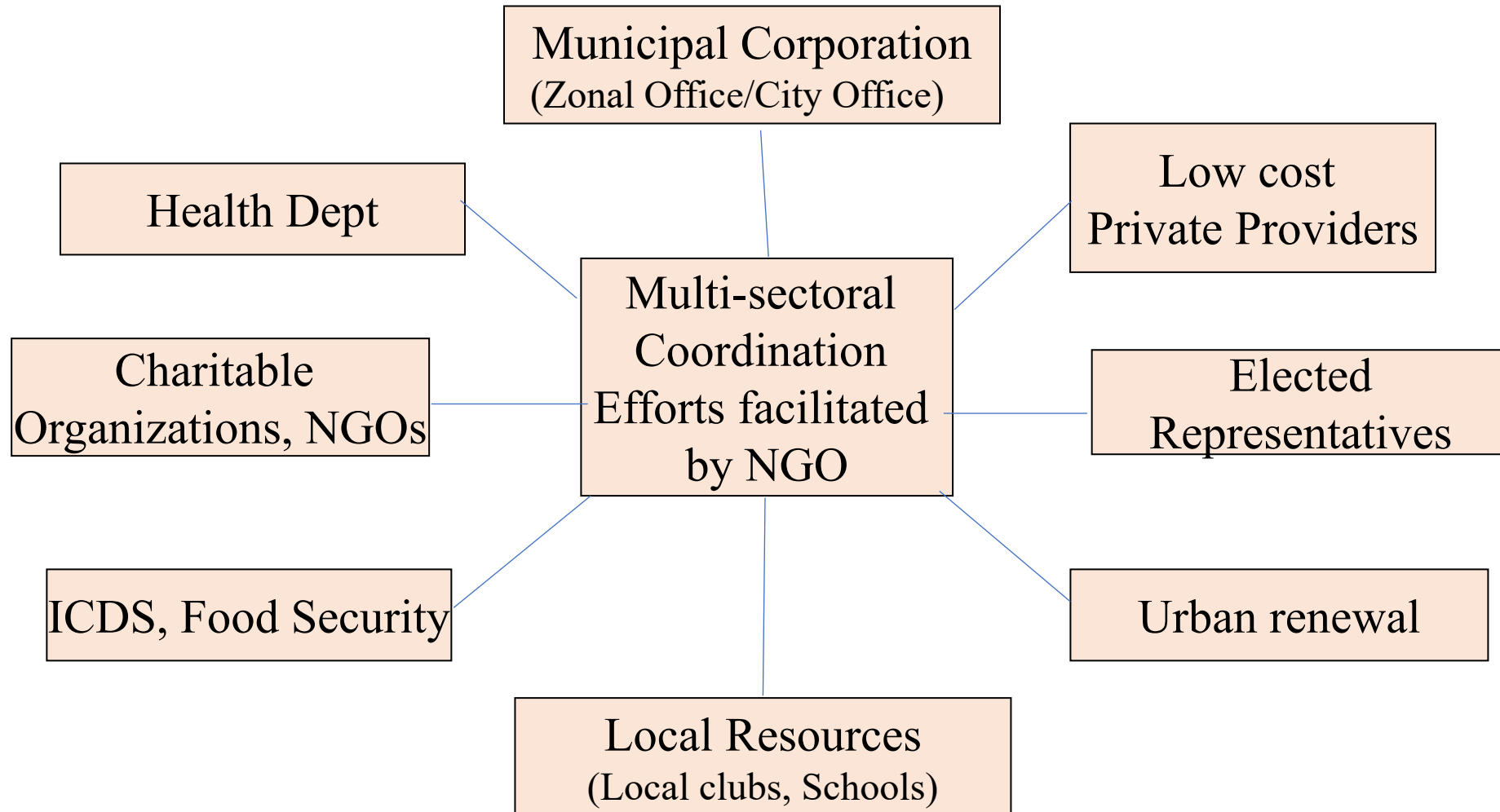


# Local area stakeholder coordination efforts to renew community, politician, ULB linkage



Stakeholders: aspiring local politician, legislator's representative, Indore University professor, ANM of Health Department

# Inter-sectoral coordination supports demand-side negotiation efforts of informal settlement communities





## Part 3: Example outcomes of efforts

# Improved sanitation through installation of sewerage pipelines in slum lanes



Toilet flowing out behind house



Sewerage system being installed in slum and sewerage pipe being connected to toilet



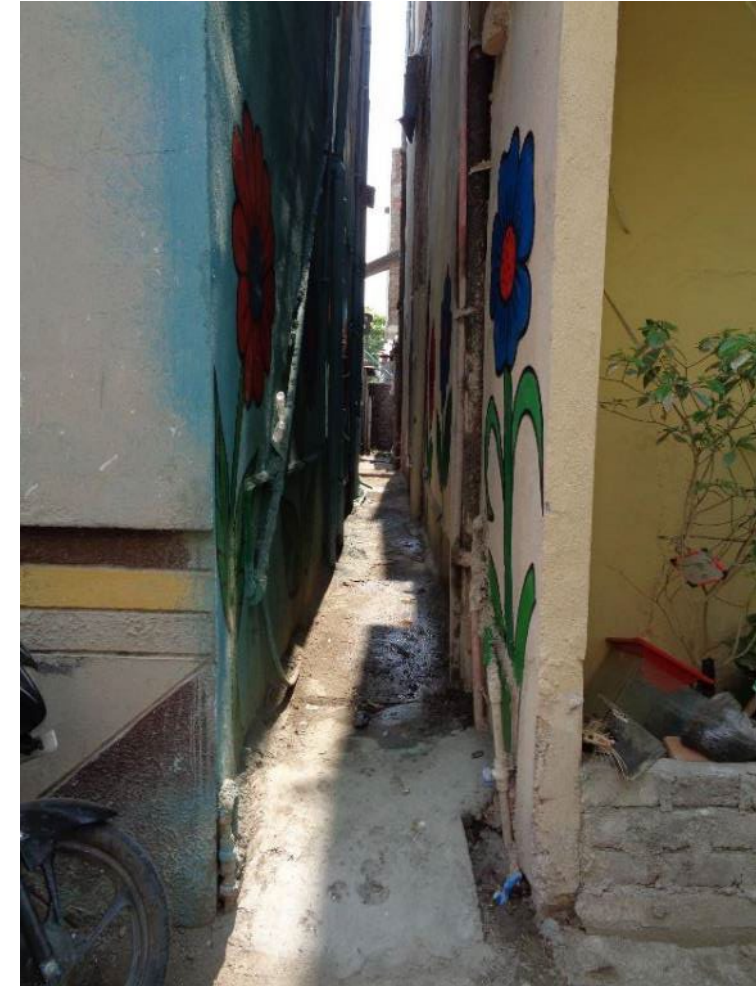
After sewerage system was installed and man-holes covered



# Cleaning of back-lanes in response to requests



Garbage filled, unhygienic back-lane



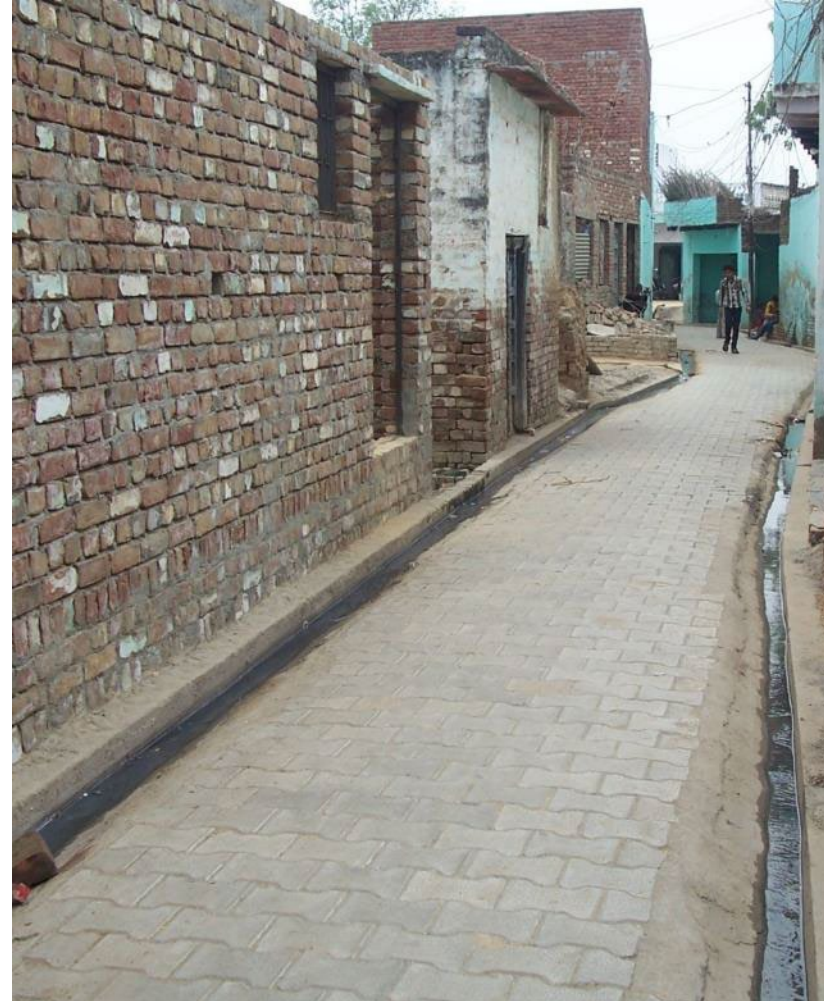
Cleaned, repaired and paved back-lane



# Improved regularity of cleaning of lanes



Dirty slum lane



Cleaned slum lane

# Increase in visits of garbage collection vehicle





## Behaviour promotion sessions in the community



Sessions discussed sanitary toilets, waste segregation, coping with heat stress, heavy downpour, grain storage practices.



# Unpaved or broken lanes are paved in slums in response to community requests



Before



After



# Household piped water connections activated in slum lanes



People lining up in front of tanker to get water in summers



Lady filling Narmada supply system's water



# Vegetable gardening offers food security cushion and brings greening



UHRC motivates slum families and provides seeds. Over 1100 slum families now grow vegetables and share with neighbours.



# Women access city's Government Picture ID and address proof



# Collective savings help address different challenges, needs

Use of women's group loans have shown increase for:

- For school and college education
- Self-improved housing
- Starting/upgrading livelihoods
- Repayment of old debt





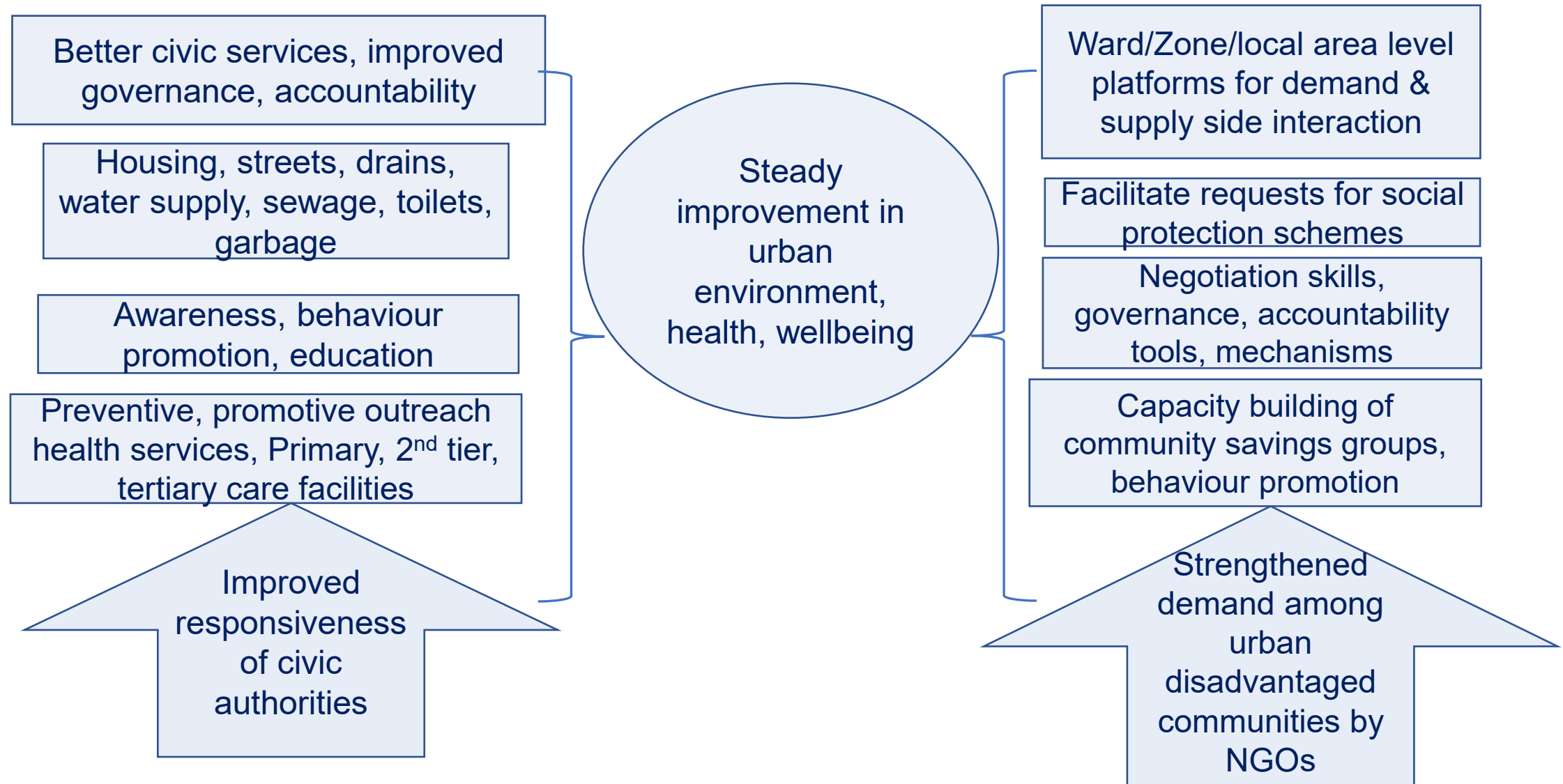
## Collective savings are helping slum families to draw loans and elevate plinths



Informal settlement dwellers improve their housing structure brick-by-brick over several years. They save in community groups and by themselves targeting the next level of house improvement.



# Strengthened Demand Helps Improve Urban Health and Environmental Services



# Part 4: Research policy, program recommendations for LMIC cities

# Recommendations for research, policy and practice

## **1. Enhance resilience to climate-related risks in slums**

- a) Support **incremental house** improvement that can foster **climate resilience** in slums and informal settlements

## **2. Improve access to social benefits**

- a) Local functionaries should **enhance outreach** that can improve workers' **access to food subsidies and other social protection schemes**.
- b) Application procedures for social benefits should be **consistent, clear, and simple**.

## **3. Build community capacities for improving living conditions in partnership with NGOs**

- a) Slum community groups can be trained to negotiate collectively for Municipal services.
- b) Existing policies such as NUHM, NULM, ICDS already mandate community groups in partnership with local NGOs



# Recommendations for policy and practice

**4. Promote collective savings and women's empowerment through women's groups in a sustained, de-projectized manner.**

**5. Demand-side efforts and priorities of informal workers and informal settlement residents need to be included in all policies and programmes.**