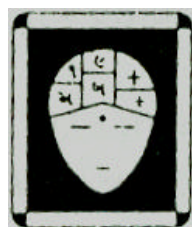


# **Parivartan and Its Impact: A Partnership Programme of Infrastructure Development in Slums of Ahmedabad City**



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# Acronyms

1	<b>AMC</b>	Ahmedabad Municipal Corporation
2	<b>BPMC ACT</b>	Bombay Provinces Municipal Corporation Act
3	<b>CBO</b>	Community Based Organisation
4	<b>GIDC</b>	Gujarat Industrial Development Corporation
5	<b>GIDR</b>	Gujarat Institute of Development Research
6	<b>HUDCO</b>	Housing & Urban Development Corporation
7	<b>MHT</b>	Gujarat Mahila Housing SEWA Trust
8	<b>NGO</b>	Non Governmental Organisation
9	<b>SEWA</b>	Self Employed Women's Association
10	<b>SNP</b>	Slum Networking Programme
11	<b>USAID</b>	United States Agency for International Development

# Acknowledgement

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Prof. Anilbhai Bhatt has given the document final shape by giving constant inputs on Analysis and Report Writing.

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— **SEWA Academy.**

# Chapter I

## Introduction

This is an impact study of the "Parivartan Slum Upgradation Programme", of Ahmedabad City, in which, the Gujarat Mahila Housing SEWA Trust (MHT), a sister organisation of the Self Employed Women's Association (SEWA) is a leading partner.

In the last few decades there has been a great concern amongst policy makers, Government, NGOs and international organisations, about the rapid increase in urban poverty. A recent statistics of the World Bank states that 50% of the world's poor population would be living in the urban or peri-urban areas by the year 2000. This would be even more so in case of the South Asian countries, where employment related migration to urban and peri-urban areas, is a common phenomenon. The World Development Report, 2000-2001, indicates that poverty in the developing world is shifting towards South Asia and sub-Saharan Africa (Refer Figure 1.1. and 1.2).

Urban poverty is predominantly manifested in the spreading slum settlements. These slum settlements are characterised by lack of the most basic civic amenities – water supply, sewerage and sanitation, waste disposal, and electricity supply in their houses.

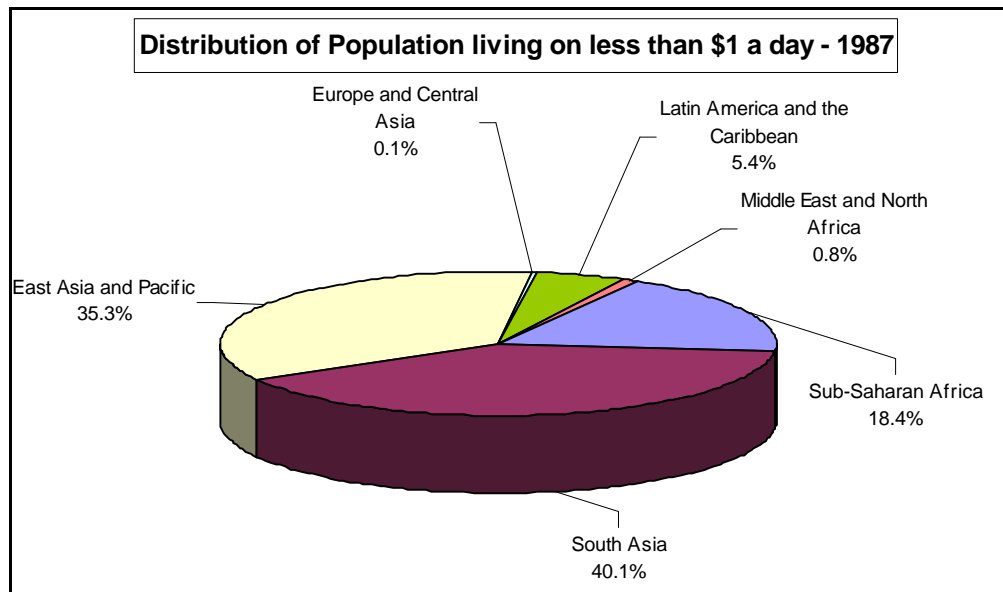
In Ahmedabad alone, which is the largest city of Gujarat and the 7<sup>th</sup> largest in India, the 1991 census shows that 41.10% of the people live in slums. They are employed mostly in the informal sector. According to a recent study by the Gujarat Institute of Development Research (GIDR), they contribute to 77% of the employment and 46% of the income generated in the city.

The population in Ahmedabad slums has been growing faster than that of overall population. In 1976 the slum population was slightly above 22 percent of the total population which almost doubled to over 41 percent in two decades<sup>1</sup>.

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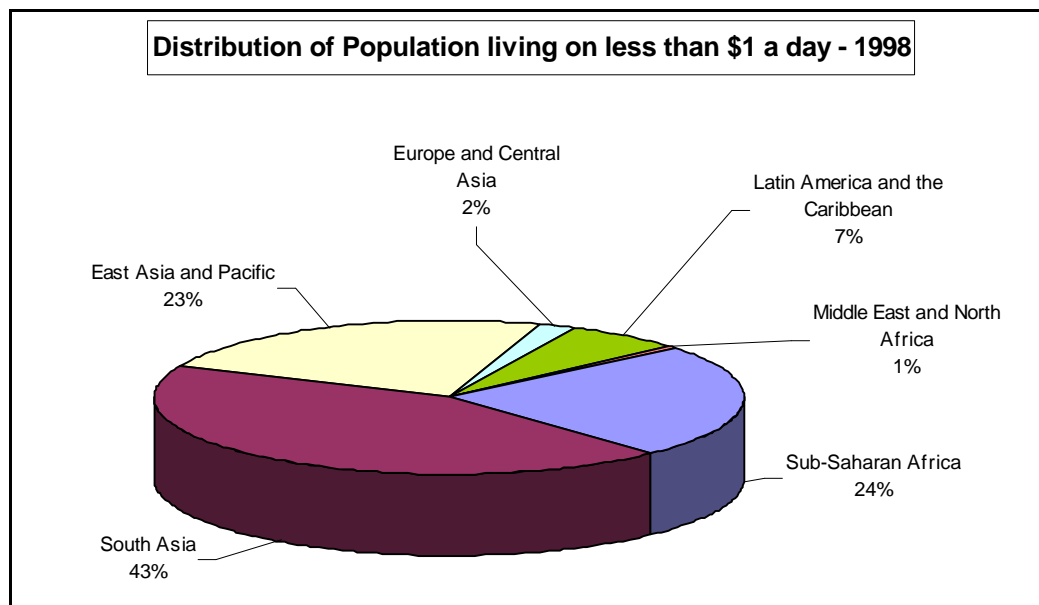
<sup>1</sup> Urban Governance Partnership and Poverty, Ahmedabad. Page No. 53. Shyam Dutta with Richard Batley published by School of Public Policy, University of Birmingham.

**Figure 1.1 – Poverty in the Developing World is Shifting Towards South Asia and Sub-Saharan Africa - 1987**



Source: World Development Report, 2000-2001, Page 24.

**Figure 1.2 – Poverty in the Developing World is Shifting Towards South Asia and Sub-Saharan Africa - 1998**



Source: World Development Report, 2000-2001, Page 24.

**In stark contrast are the civic services provided to the 1029 slums and 1383 semi-slums (locally known as chalis), dotted all over the city.**

**Water:**

Compared to non-slum settlements where individual water connection was 87%<sup>2</sup>, slum settlements had only 23% and the number of people per public water standpost<sup>3</sup> was 133.

**Sanitation:**

In 1990 only 26% of the slum units had a household toilet as against 73% in the non-slum settlements<sup>4</sup>.

**Solid Waste Management:**

With the exception of the Gujarat Industrial Development Corporation's (GIDC) industrial estates, the Ahmedabad Municipal Corporation (AMC) claims to have covered the entire city with waste collection service including slums on private lands which under the BPMC<sup>5</sup> Act, do not come under its functional responsibility. But it is a well-known fact that the quality of waste disposal service in slum areas is highly unsatisfactory. Based on a survey of 1200 SEWA members in 12 backward municipal wards, (with larger concentration of its members), it was found that garbage collection was available to only 65 percent residents, a very high majority of whom were dissatisfied because of the irregular nature of the service<sup>6</sup>.

The Parivartan programme of Ahmedabad<sup>7</sup> City was launched in 1995. It was based on following premises:

1. Slum upgradation, rather than slum eradication or removal, was a more practical and effective way of alleviating urban poverty.
2. That basic civic amenities such as water, sewerage and sanitation, electricity, waste disposal, paved roads have a greater impact on the physical quality of life of these slum dwellers.

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<sup>2</sup> Urban Governance Partnership and Poverty, Ahmedabad. Shyam Dutta with Richard Batley published by School of Public Policy, University of Birmingham.

<sup>4</sup> Ibid.

<sup>3</sup> A public water supply outlet where usually people residing in the neighbourhood who do not have individual water supply in their house depend for all their water needs.

<sup>5</sup> Bombay Provinces Municipal Corporation Act, under which all corporations are governed in Gujarat.

<sup>6</sup> Foundation for Public Interest, "A Report Card on Public Services of Ahmedabad", 1995, Ahmedabad.

<sup>7</sup> Ahmedabad Municipal Corporation (AMC) has slum networking cell for implementing Parivartan which was formerly called "Pandit Din Dayal Upadhyay Antyodya Yojna" and which is now rechristianed as "Rajiv Gandhi Slum Networking Project". For the purpose of this study We will continue to refer to it as †Parivartan†.

3. That input of other schemes and programmes such as health, education, nutrition, awareness would have limited impact unless the basic amenities in their homes and their neighbourhood are available.

The present study attempts to examine how far the infrastructure services provided under this programme has impacted the health, education, productivity, socio-economic status and in general the life of the slum residents of the Ahmedabad City, as also its influence on administrative and policy making bodies.



# Chapter II

## Parivartan: The Programme & Its Approach

### **The Parivartan Programme of Ahmedabad:**

Parivartan programme was launched in 1995 by the Ahmedabad Municipal Corporation (AMC), in partnership with two city based NGOs, corporate sector and slum residents. SEWA Bank also participated as a community finance institution. Two NGOs – SAATH and Gujarat Mahila Housing SEWA Trust<sup>8</sup> (MHT) were involved in community mobilisation, building community – AMC linkages, facilitating implementation and capacity building of community members for monitoring service delivery. After the basic infrastructure under Parivartan was provided, SEWA came in to start the development programmes such as health, literacy, occupational skills and financial services of banking and insurance.

Additionally MHT, being technically equipped also trains community members in technical matters so that they can monitor and ensure that better quality of services are provided, during the implementation phase.

The objectives of Parivartan are:

1. To improve the basic physical infrastructure within the slums, and in the homes.
2. To enhance the process of community development.
3. To build a city level organisation for environmental upgradation.

A package of physical infrastructure of the individual household level is provided on an equitable cost sharing basis between the AMC, the private sector and the slum dwellers, each of whom pay 1/3<sup>rd</sup> of the total onsite capital cost of the services provided.

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<sup>8</sup> Gujarat Mahila Housing SEWA Trust is a technical organisation promoted by SEWA and its sister organisations, and has been a major partner in this programme.

**The programme includes the following physical infrastructure services with a built in community development component.**

- ? Water supply to individual households.
- ? Underground sewerage connection to individual households.
- ? Toilets to individual households.
- ? Paving of internal roads; lanes and bylanes in the slum localities.
- ? Storm water drainage.
- ? Street lighting.
- ? Solid waste management.
- ? Land scaping.

To improve the overall quality of life of the slum dwellers, the community development component was introduced. Community development was considered essential for involving slum dwellers in the project by way of sharing of costs, making decisions and in being responsible for the maintenance of the services, as well as ensuring public accountability.

**Community development component includes:**

- ? Formation of neighbourhood groups, women's groups and youth activities.
- ? Mobilisation of community savings, by forming savings and credit groups.
- ? Creation of non-formal educational opportunities for pre-primary age children, school dropouts and illiterate adults.
- ? Organisation of community health education and other health interventions, with focus on maternal and child health, and commonly prevalent diseases in the slums.
- ? Day care centers.
- ? Health centers.
- ? Corner shops located within the transformed settlements.

**Linkages with City Level services:**

The slums, till the launching of Parivartan, were being treated by the city authorities as a separate entity and were never considered as a part of city's mainstream and therefore excluded from the citywide network of basic amenities. Whatever little was done for the slums was done separately under specific schemes dealing with the slums.

Parivartan programme, among other things, provides for extending mainstream amenities of the city to the slums. It was agreed that the AMC will bear the entire cost of taking these to the mouth of the slum site. The costs of taking these inside the lanes and bylanes of the slums from its mouth is borne on an equitable cost-sharing basis between the AMC, the private sector and the slum dwellers. (This cost sharing covers six facilities of sewerage, water supply, paved roads, street lights, storm water drainage, and solid waste disposal)

**Table 2.1: Programme Costs and Partner Contributions in Parivartan**

<b>Types of Services</b>	<b>AMC (Rs.)</b>	<b>SEWA (Rs.)</b>	<b>Private Sector (Rs.)</b>	<b>Community Members (Rs.)</b>
Physical Development (Rs. 6,000*)	2,000	—	2,000	2,000
Community Development (Rs. 1000)	700	300	—	—
Linkage with the main city infrastructure (Rs. 3,000)	3,000	—	—	—
Household Toilets	4,500**	—	—	—
Community Corpus for Maintenance (Rs. 100 per hh)	—	—	—	100

\* All figures are per household.

\*\* An independent scheme of AMC for providing toilets was incorporated in Parivartan programme, in response to the community demand.

### **Informal Tenure:**

Many of the slum settlement are illegal in the sense that no formal approvals of any authority were taken. Some of these settlements came up on open plots of land whose ownership is not known. Some of these had also come up on open municipal lands. The fact that these settlements had no legal status (or as an officer put it, legally they did not exist) was one reason why no amenities were provided. Also there was a threat looming over the slum dwellers that they could any day be evicted. In fact, periodically, authorities had also undertaken demolition campaigns to bring down some of these settlements. The Parivartan programme provided that the AMC give a written assurance of not evicting the slum dwellers for a period of 10 years.

### **The Coverage of Parivartan:**

The Parivartan programme as on December 2001, has reached 9,435 families, making a significant contribution in the lives of 56,610 people over 40 slums of Ahmedabad. In the last 6 years the community has paid a total of Rs. 7.5 million to the AMC as their contribution towards the services, something never done by slum dwellers anywhere else in Gujarat.

**Table 2.2: Infrastructure Development in Parivartan**

<b>No.</b>	<b>Type of Infrastructure</b>	<b>Quantity</b>
1	Concrete Pathways	836.05 Cu. Mt.
2	Sewerage	19,614.2 R. Mt.
3	Water Supply Lines	23,084.71 R. Mt.
4	Electric Poles	432 Nos.
5	Garbage Bins	194 Nos.
6	Individual Toilets	2,438 Nos.
7	Stone Paving	10,867.55 Cu. Mt.
8	Gulli Traps	3,124 Nos.
9	Inspection Chambers	955 Nos.
10	Man Holes	420 Nos.

### **MHT and it's Role:**

The Self Employed Women's Association established in 1972, is a trade union of over 2,20,000 poor women working in the informal sector of the economy. SEWA's objective is to help the women organise themselves to improve their living conditions and working environment.

Over the last 20 years a large number of women members have accessed SEWA's services to meet their housing needs. In particular, SEWA Bank has provided loans for home improvements, new homes as well as urban infrastructure. A total of 33% of SEWA Bank's loans are provided for housing or shelter-related infrastructure. In 1992, the Board of SEWA Union decided that

SEWA's housing activities had reached a stage at which a more specialised approach to housing was needed. The Foundation for Public Interest, another city based NGO was invited to coordinate this effort and with support of new volunteers, a team called SEWA Housing Services was formed.

It was soon recognised that a separate entity was needed to consolidate SEWA's 20 years of experience in housing and build further capacity to meet the ever-growing need for housing related services. Thus, the new entity was formed and officially registered as Gujarat Mahila Housing SEWA Trust (MHT) in November 1994.

**MHT'S BOARD INCLUDES REPRESENTATIVES FROM THE FOLLOWING INSTITUTIONS:**

**Grassroots Institutions:**

- ? Self Employed Women's Association;
- ? Gujarat Mahila SEWA Co-operative Federation Limited; and
- ? Banaskantha DWCRA Mahila SEWA Association

**Financial Institutions:**

- ? SEWA Bank; and
- ? Friends of Women's World Banking

**Technical Institutions:**

- ? Foundation for Public Interest

**THE MAJOR OBJECTIVES OF MHT ARE:**

- ? To improve the housing and infrastructure conditions and overall living environment of SEWA members;
- ? To create improved access to important services such as shelter finance, legal advice, technical assistance, information on the housing market and shelter related income opportunities for poor working women; and
- ? To influence housing and infrastructure related urban and rural development policies and programmes and bring the benefits of these

policies within the reach of poor women by promoting their own institutions

MHT's area of work is Ahmedabad City and 11 districts<sup>9</sup> of Gujarat, where SEWA has its membership.

Among the Trust's major activities in the rural areas is facilitating the access of SEWA members to improved housing. The Trust is providing technical assistance to SEWA in participatory construction of pucca houses for its members under the "Sardar Awaas Yojana" of the state government. Over a period of two years (2001 – 2002) more than 500 houses have been constructed in 5 districts. In addition 16 cattlesheds in Kutch and 80 roof rain water harvesting tanks have also been constructed with the assistance of MHT.

The Trust is also an implementing organisation for SEWA's "Housing Reconstruction Programme" undertaken with a view to rehabilitate the people, who had lost their houses as a consequence of one of the worst earthquakes that hit Gujarat on 26<sup>th</sup> January 2001. The programme is ongoing in 3 earthquake affected districts Surendranagar, Patan and Kutch. 300 earthquake resistant houses out of 2000 to be constructed are already completed.

MHT is also training the construction women workers of Ahmedabad City, as well as rural areas to upgrade their skills in various trades of construction, to bring them into the mainstream of the construction sector. MHT is also in the process of setting up a "Habitat Resource Centre" for promotion of alternative housing technologies suited to the needs of the poor. MHT utilises its experience with the grassroots to make policy interventions at the national level. It has organised national workshops on topical shelter related issues such as "Housing Finance for Poor Women in the Informal Sector" to influence sector reforms. It is also a member of the national taskforce on "Housing Finance for the Informal Sector" convened by HUDCO in 2000.

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<sup>9</sup> The 11 districts are: Ahmedabad, Vadodara, Anand, Kheda, Gandhinagar, Mehsana, Banaskantha, Patan, Kutch, Surendranagar, Sabarkantha.

One of its major activities, however, is for the urban poor in Ahmedabad, for whom it facilitates access to improved infrastructure and environment improvement through the Parivartan programme.

### Parivartan:

Initially when Parivartan was launched in 1995, MHT's role was confined to community mobilisation only. However as the programme expanded and more and more slums were included MHT's role also expanded. By 2001, MHT was involved in 11 out of the total 17 slums included in the programme

**Table 2.3: Coverage of Parivartan as on 30<sup>th</sup> June 2000**

Sr. No.	Name of Slum	Zone	Approx. Population	Name of CBO Registered	Reg. No.
1	Sinheshwarinagar	North	225	Sinheshwarinagar Mitra Mandal	G-6274
2	Sharif Khan Pathan Ni Chali	North	525	Saijpur Ekta Mitra Mandal	G-10320
3	Ghanshyamnagar	East	625	Ghanshyamnagar Mahila Vikas Mandal	G-10321
4	Jayshaktinagar	North	1000	Jayshaktinagar Members Association	G-11266
5	Kailasnagar	South	650	Kailasnagar Members Association	G-11265
6	Babalavlinagar	South		Babalavlinagar Mahila Mandal	G-6927
7	Patannagar – 1 and	East	1000	Patannagar Members Association Vibhag 1	G-11767 G-11765
8	Patannagar – 2	East	1000	Patannagar Members Association Vibhag 2	G-11765
9	Meldinagar	North	500	Meldinagar SEWA Mandal	F-6210
10	Samaj Navrachna	East	200	Samaj Navrachna Members Association	G-11766
11	Revabanagar	South	395	Revabanagar Members Association	G-11748
12	Aashapuranagar	East	632	—	—
13	Shivaji Nagar I and II	East	200	CBO	*
14	Hanuman Nagar I and II	East	294	CBO	*
15	Azad Nagar	East	180	CBO	*
16	Sanjay Nagar	East	181	SAATH	*
17	Pravinnagar Guptanagar	West	1083	SAATH	*

\* Information not available as they are non-MHT areas.

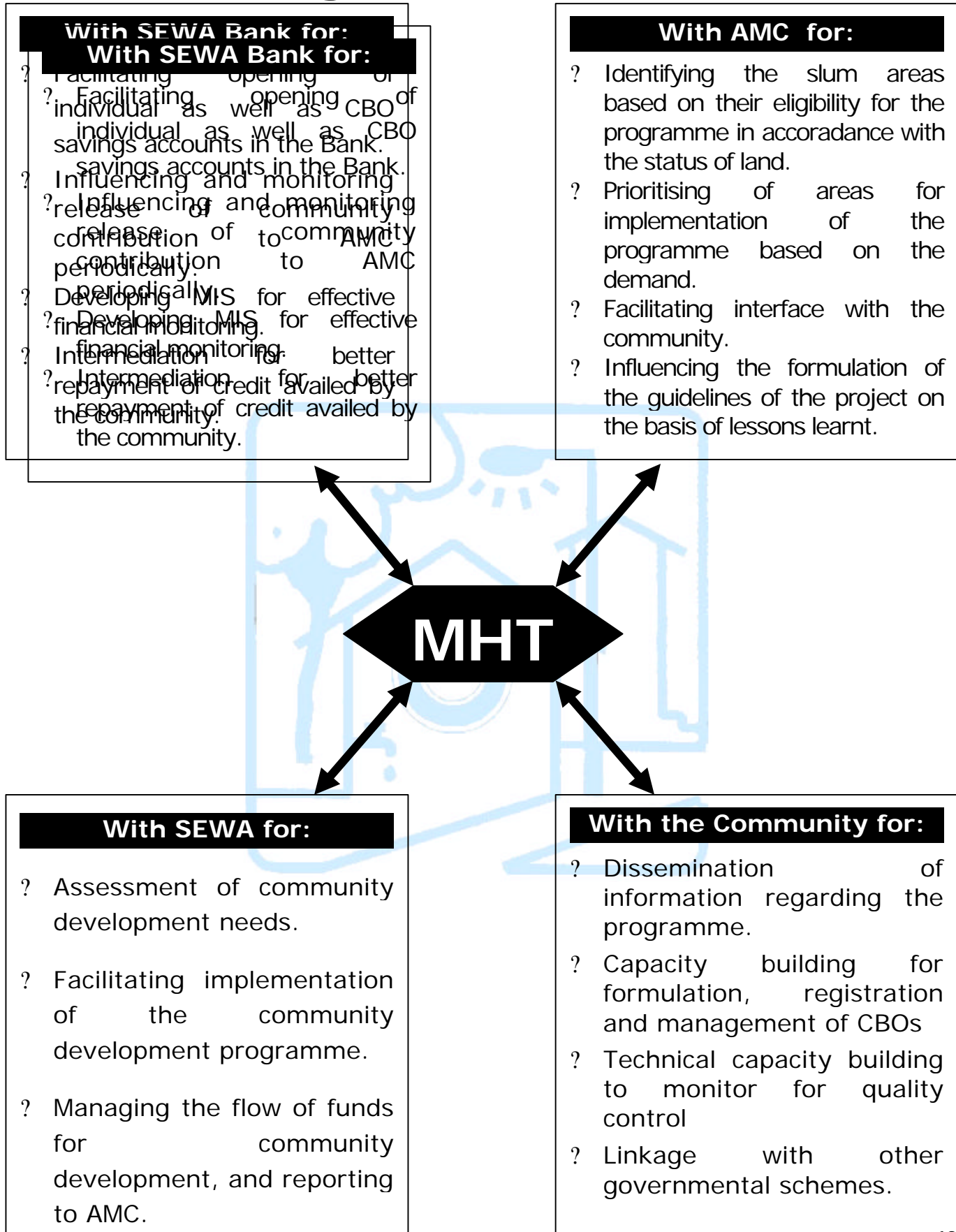
Besides the community mobilisation, the varied nature of problems encountered during its course of activities in the slums necessitated that MHT broaden its scope of work.

MHT's relationship with the two important partners i.e. community and AMC evolved, into intensive interactions, and involvement but also mutual trust. With the AMC increasingly leaning on MHT for information, co-ordination and acceleration of the programme, MHT emerged as the nodal organisation, ensuring effective co-ordination amongst all the stakeholders of Parivartan as presented in Figure 2.1.

As Mr. Anand Patel, in the charge of SNP Cell (Slum Networking Programme) in AMC which has the responsibility to implement Parivartan said "I was not very keen for this position when I was posted as head of the SNP. But after my experience of working with MHT, my principles have changed and I now try that all housing and infrastructure schemes of AMC should be implemented through Parivartan".



Figure 2.1: MHT's Role



**The Approach:**

The partnership approach of Parivartan has been very important in ensuring the sustainability of the programme and enhancing its effectiveness. It introduced in the programme the elements of transparency, accountability and flexibility, which were generally missing in such activities of the city in the past and which were found to be crucial for the effectiveness of the programme. This partnership approach enables Parivartan to deliver the services where the demand is the highest and also promotes the management of services by the lowest possible level. It empowers and enables the community to make individual choices about technology, contracting of the work and supervise arrangements for delivery of various services. The communities' contribution of one third of the cost of provision of the services instils a sense of ownership in them. Well-defined roles, with matching operational mechanisms willingness to team up and the maturity shown by partnering organisations have characterised this programme.

# Chapter III

## The Study

### **Sampling:**

When the study was launched Mahila Housing SEWA Trust was present in eleven slums in varying stages of involvement. The provision of infrastructure work was completed in four slums out of which one slum Sinheshwarinagar was selected for the study. Another adjoining slum, Madrasi Ni Chali which was to be the part of the programme in future and had no infrastructure was included to provide comparison. Babalablabinagar, where the programme had just started was studied twice to ascertain the impact of the programme in before and after terms. Thus, the study included three slums as under:

1. Babalablabinagar studied before and after the programme.
2. Sinheshwarinagar where the programme was completed.
3. The adjoining Madrasi Ni Chali, where the programme had not started to provide comparison with Sinheshwarinagar.

By the year 2000, Parivartan had completed 5 years. All the partners of Parivartan thought that the programme and its impact should be assessed for wider sharing as well as for future learnings. This study, with United States Agency for International Development's (USAID) support was therefore initiated in July 2000.

### **Data:**

In the selected slums, all the families numbering 297 were surveyed with a structured questionnaire. The detailed questionnaire was prepared in Gujarati language, the English translation of which is appended at the end. Two investigators from the SEWA Academy, assisted by two grassroots spearhead team members from MHT, conducted the interviews on the questionnaire. The data collection and preliminary tabulation was done by SEWA Academy, a division of Mahila SEWA Trust. The subsequent preparation of the analysis and report writing was done by Prof. Anil Bhatt.

Our respondents were all women representing the two hundred ninety seven families.

### **The Socio-Demographic Profile of the Slums under study:**

#### **Babalablabhinagar:**

This settlement on the banks of river Sabarmati, at the 'old' city end of Sardar Vallabhbhai Patel Bridge, gets its name from a revered saint, who was buried close by. It is in the South Zone election ward, in the Behrampura area of the city. Babalablabhinagar is in the neighbourhood of the Jamalpur Vegetable market, which gives some of the residents of the area ancillary occupations. A high majority of the residents are Muslims.

Some of the women go to Paldi, Jamalpur or Chippawad areas a couple of kilometers away to work as domestic help. Others are engaged in homebased work like making garlands, kites or doing embroidery work. While some men are daily wage earners, some ply pedal or auto-rickshaws and some others vend vegetables.

The area was pest ridden. Basin like topography made the matters worse as rain water kept on logging and could not be drained out due to lack of drainage facility. To tackle various problems related to their day to day living, the residents had formed a community organisation, The Babalablabhinagar Jhupada Samiti in mid 1992. The area samiti also managed to get 4 standposts, but were rendered useless due to thefts of taps, pipes and frequent breakdowns. Some leaders demanded and got tanker water for the area through the Corporation (AMC). But it was not sufficient. The water distribution from the tankers led to daily quarrels, with some influentials getting more water while some others getting none. The area had a set of 4 community toilets, but because of the basin shaped topography, they would overflow, rendering them unusable. The residents would go to the open riverbed for defecating.

The population of this slum is 432 members of which 53 percent are males and 47 percent are females (Table 3.1).

**Table 3.1: Gender Distribution of the Residents in Babalablabinagar (%).**

<b>Gender</b>	<b>Percentage (%)</b>
Female	47% (204)
Male	53% (228)
<b>Total:</b>	<b>100% (432)</b>

**Table 3.2: Age Distribution of the Participants in Babalablabinagar (%).**

<b>Age</b>	<b>Percentage (%)</b>
Upto 10 years	36
11 – 30 years	42
31 – 40 years	15
above 41 years	7
<b>Total:</b>	<b>(432) 100%</b>

There is a predominance of young people in this slum. 36% are children below ten years and 42% are under age group of 30 years. (Table 3.2)

**Table 3.3: Marital Status of the Residents in Babalablabinagar (%).**

<b>Marital Status</b>	<b>Percentage (%)</b>
Married	40
Unmarried	60
<b>Total:</b>	<b>(432) 100%</b>

About 40 percent of the community members are married and 60 percent are unmarried. (Table 3.3)

### **Madrasi Ni Chali and Sinheshwarinagar:**

Madrasi Ni Chali located in the North Zone of the city in the Meghaninagar ward, has 177 households with a population of 859. Majority of the residents are South Indians (166 households), from where the chali derives its name. They are believed to have migrated from South India 60 years ago and have been residing here for 3 generations now. Most of the residents are self employed selling South Indian snacks, others are engaged as construction workers and women go to the nearby housing societies to work as domestic help.

Before the slum developed the area was extremely low lying, so much so, that it was almost 3 floors below the surface level and the pit had to be filled up before people could live there. The residents when they had migrated initially had mud houses. The waist deep waters that collected in the rains, washed away their dwellings which had to be rebuilt after every monsoon season. The area has two public standposts as the only source of water, one of which is rendered useless due to lack of maintenance. As in most slums, the one standpost was highly inadequate as a water source and led to daily quarrels. People used railway tracks, about a kilometer away, as open space for defecation.

All the 40 households of Sinheshwarinagar now have, after Parivartan, individual toilets, and individual taps with a municipal water supply for one hour in the morning and one hour in the evening. The entire slum is paved with cement concrete roads, with adequate gradient enabling water to drain off in the monsoon. Bags are provided by SEWA, to segregate recyclables from wet waste, which is disposed in the two garbage bins, one at each end of the slum. The bins are cleared at an interval of two days by the AMC. Every house has now legal electricity connection from another state government scheme, accessed by MHT's efforts.

All the residents are vegetable vendors, and are paying a monthly rent to the AMC for residing on a plot owned by it.

**Table 3.4: Gender Distribution of the Residents in Madrasi Ni Chali and Sinheshwarinagar (%)**

<b>Gender</b>	<b>Madrasi Ni Chali (%)</b>	<b>Sinheshwarinagar (%)</b>
Female	47%	40%
Male	53%	60%
<b>Total:</b>	<b>100% (859)</b>	<b>100% (258)</b>

In Madrasi Ni Chali as well as Sinheshwarinagar, more than 50 percent are males (Table 3.4). In Sinheshwarinagar where the "pattanis" (a backward class community) reside, women folk do the vending of vegetables and fruits, which is their traditional occupation.

**Table 3.5: Age Distribution of the Residents in Madrasi Ni Chali and Sinheshwarinagar (%).**

<b>Age</b>	<b>Madrasi Ni Chali (%)</b>	<b>Sinheshwarinagar (%)</b>
Upto 10 years	28	33
11 – 30 years	45	24
31 – 40 years	16	31
above 41 years	11	12
<b>Total</b>	<b>100% (859)</b>	<b>100% (258)</b>

In Madrasi Ni Chali 28 percent are children under the age group of 10 years and 45 percent are below 30 years where as in Sinheshwarinagar 33 percent are children and 24 percent are under the age group of 30. In both slums there is a high predominance of young people below 40 years of age. (Table 3.5)

**Table 3.6: Marital Status of the Residents in Madrasi Ni Chali and Sinheshwarinagar (%).**

<b>Marital Status</b>	<b>Madrasi Ni Chali (%)</b>	<b>Sinheshwarinagar (%)</b>
Married	46	44
Unmarried	54	56
<b>Total:</b>	<b>100% (859)</b>	<b>100% (258)</b>

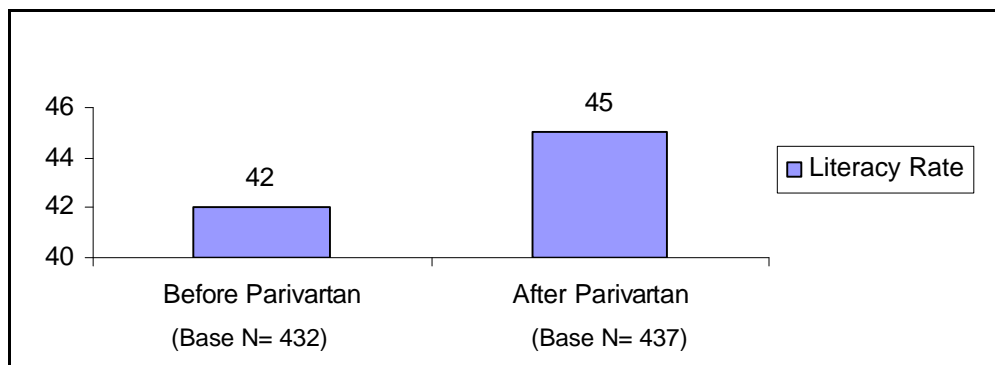
# Chapter IV

## Impact – I: Education

The chali of Babalablabhinagar was surveyed in November 2000 to get the picture, before Parivartan was implemented. The population of the slum then, was 432. The installation of infrastructure was completed by March 2001. A post Parivartan survey was done in July 2001. When the total population of the slum was 437. Our inquiries revealed that the population had increased by 5 people because two women who had previously left their in-laws had come back because of improved facilities of water and sanitation. And three families had reported that their sons got married and it was easier to get wives for them due to improved living conditions.

When MHT initially approached Babalablabhinagar, with the scheme, more than 50 percent of the population was illiterate. However, within the short time span of 5 months after the area was upgraded a noticeable change was evident, specially in the age group of primary school children. 15 percent respondents in Babalablabhinagar reported that one major reason why they could not send their children to school, was because they spent lot of time in the morning trying to get water waiting in a long queue on the public water stand post or walking distances to housing colonies. They had little or no time to prepare their children for the school nor could they escort them to school. Now after Parivartan, they had enough time to send their children to schools. The average time spent by residents in Sinheshwarinagar was half of the time spent by the Madrasi Ni Chali residents who had no water supply at home.

**Figure 4.1: Comparison of Literacy of the Residents in Babalablabhinagar (%)**





The rate of literacy, which was 42 percent before Parivartan was increased by 3 percent to 45 percent. This was primarily due to an increase in the number of school going children, at the primary level. (Figure 4.1).

**Table 4.1: Comparison of Literacy Rate Among School Going Children of Babalablabhinagar (%)**

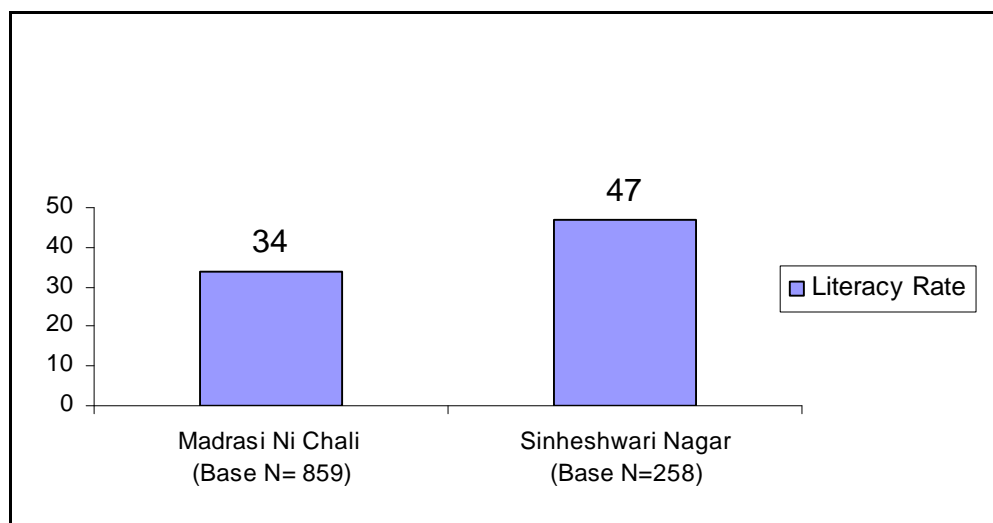
	<b>Before Parivartan</b>	<b>After Parivartan</b>
School Going Children between 6 – 10 years	66 (Base N=71)	72 (Base N=78)

Percentage of school going children between 6 to 10 years increased from 66 to 72. (Table 4.1)

**Madras Ni Chali and Sinheshwarinagar:**

In Sinheshwarinagar, the survey was administered in February 2001, and Madras Ni Chali was surveyed subsequently, in the month of March. The two slums are adjoining each other. Even so, a major difference is found in their literacy rate as indicated below in Figure 4.2.

**Figure 4.2: Comparison of Literacy Rate Among Parivartan and Non-Parivartan slums (%)**



**Table 4.2: Comparison of Literacy Rate Among School Going Children in Parivartan and Non-Parivartan Slums (%)**

<b>Residents</b>	<b>Literacy in Madrasi Ni Chali</b>	<b>Literacy in Sinheshwarinagar</b>
School going children between 6 to 10 years	28 (Base N=136)	67 (Base N=42)

The literacy rate of school going children between 6 to 10 years in Madrasi Ni Chali was 28 percent, in Sinheshwarinagar this was found to be 67 percent. 38 percent respondents in Sinheshwarinagar reported that now they had time in the mornings to prepare and escort their children to school.

# Chapter V

## Impact – II: Productivity & Income

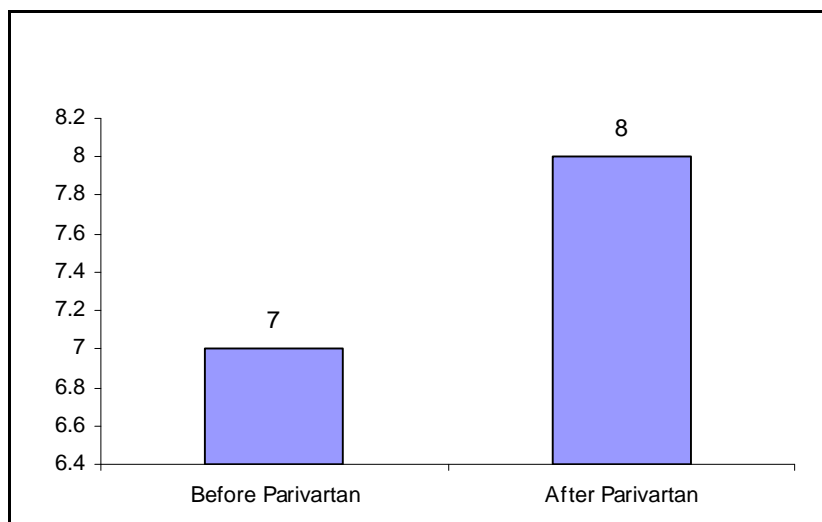
For Poor women in the informal sector, the home plays a central role in their economic and earning activities. This is true for most women. Urban and rural producers and workers, vendors as well as cultivators, from artisans to rag pickers. Their home is their workplace. Their home is also their workshop, store, ware house and provides a source of inputs in their production process such as water and electricity. Thus for poor women, in the informal sector, their home is a productive asset.

— Ela Bhatt, Founder - SEWA.

This statement by the founder of SEWA, based on her life-long, experience of working with the women in the informal sector, is amply supported through the evidence, gathered from this study.

In Babalablabinagar, their productive time as reported by the respondents had increased at least by an hour on an average due to the availability of the water and sanitation at home.

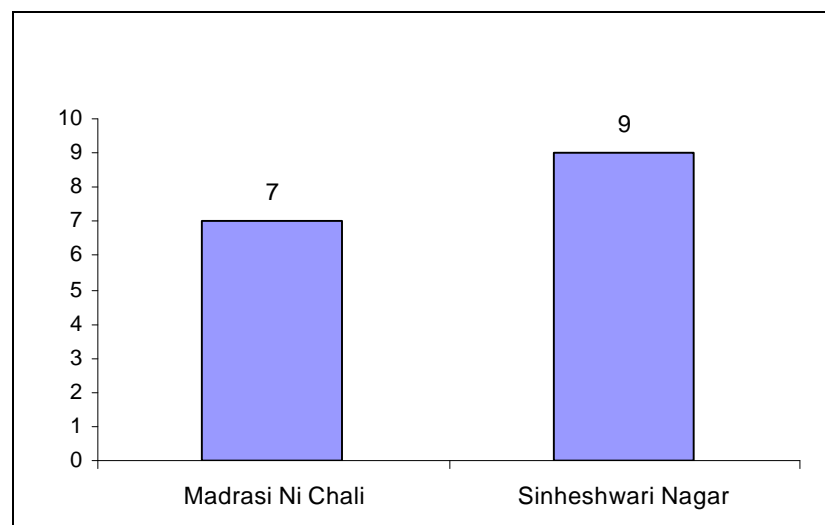
**Figure 5.1: Increase in Average no. of Working Hours in Babalablabinagar.**



24 percent of the respondents in Babalablabinagar, reported that the crucial hours of the morning which were wasted in the struggle to get water affected the number of days of working, as well as hours of working. 46% of the respondents stated that it affected their house hold work and even children were neglected due to the hassle of fetching water. However, after Parivartan, they pay more attention towards their children. They have time to get them ready for school and even escort them to the school.

In Madrasi Ni Chali too, where no infrastructure is available the average no. of working hours per day are 7 as against Sinheshwarinagar, where the average no. of working hours per day are 9.

**Figure 5.2: Comparison of Average No. of Working Hours in Parivartan and Non-Parivartan Slums.**



52 percent respondents in Madrasi Ni Chali said that their productivity was affected due to time lost in procuring water.

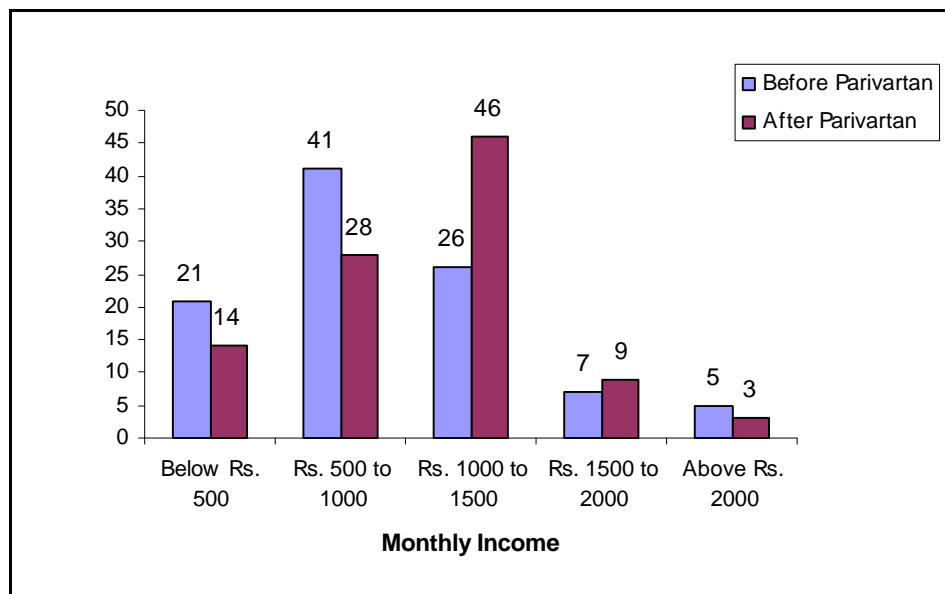
## Kankuben Pattni of Sinheshwarinagar

Kankuben Chamanbhai Pattni of Sinheshwarinagar is a vegetable vendor. She buys vegetables from the Kalapur wholesale market in the morning, brings it home, washes it, segregates and organises them before she goes to sell them.

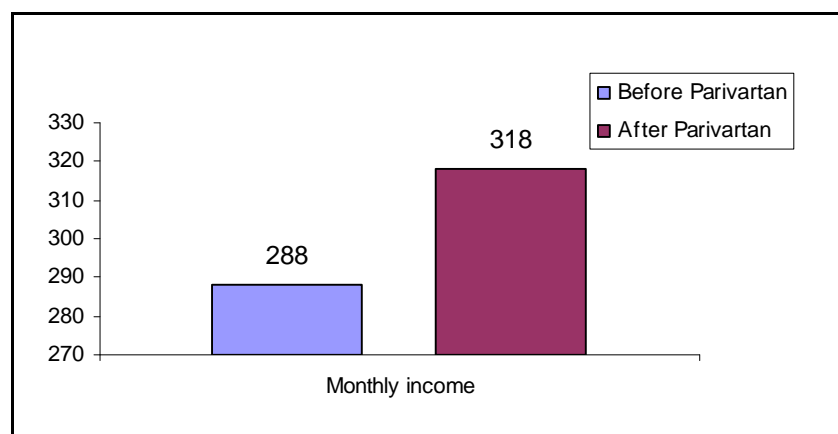
‡Before we got water at home in Sinheshwarinagar, I could reach the wholesale market only at 8 in the morning. When all the good quality vegetables would be already sold. Now I reach at 6, get fresh vegetables, which fetch a better price. The availability of water, enables me to spend two hours more for vending, my income has increased by 20 Rs. per day on an average. Earlier, during the monsoon season, Sinheshwarinagar would get water logged preventing us from going to sell vegetables, till the water receded, which might sometimes take as long as 2 days. Now even with 20 inches of rain in a day, it drains off within an hour. Earlier, when I brought my wholesale stock home, I had to park the auto rickshaw at the entrance of our lane and carry every thing, from the front of Sinheshwarinagar to my house. Now with paved roads, I park the auto right at my door step and save precious time and energy.‡

The incomes of the participants before and after Parivartan, as reported by them are given in Figure 5.3.

**Figure 5.3: Income Before and After Parivartan in Babalablabinagar (%).**



**Figure 5.4: Average Monthly Income\* per person Before and After Parivartan in Babalablabinagar (Rs.).**



\*The average monthly income is distributed among the entire population.

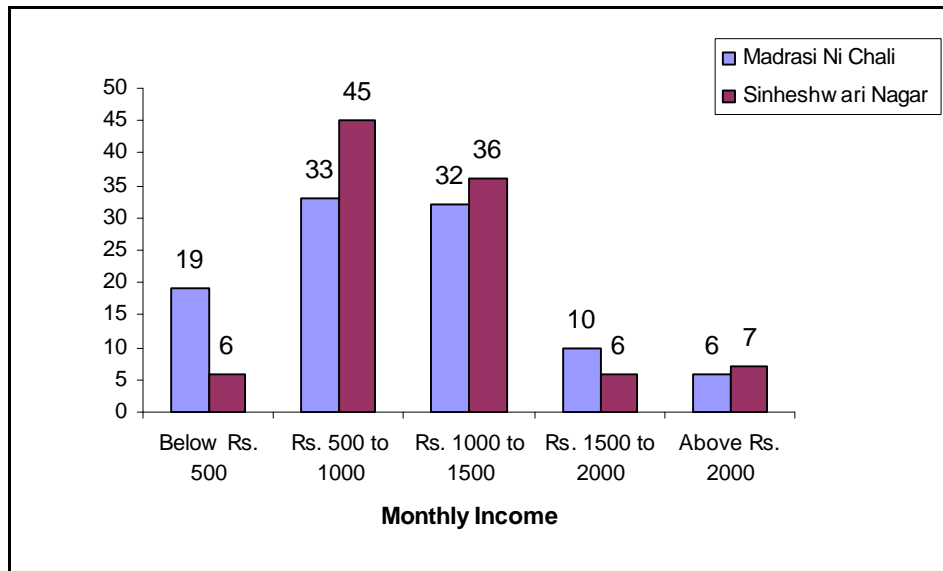
Figure 5.3 and Figure 5.4 present the income levels of people in Babalablabinagar before and after Parivartan. As per Figure 5.3, there has been a significant decrease in the proportion of very low income group (Rs. 1000 per month) and corresponding increase in the middle income group (between Rs.

1000 to 2000). Thus the major impact of Parivartan is on the very low income group.

### Madras Ni Chali and Sinheshwarinagar

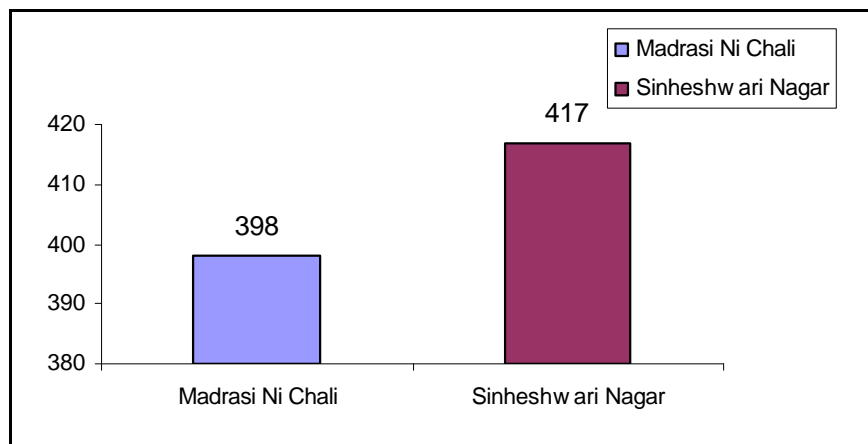
A similar pattern is found in Sinheshwarinagar with Parivartan programme, which had higher income levels than Madras Ni Chali which is a non-Parivartan slum, particularly in case of very low income groups.

**Figure 5.5: Income in Parivartan and Non-Parivartan Slums (%)**



Again as shown in Figure 5.5, the average monthly income of the respondents in Madras Ni Chali was Rs. 395 compared to Sinheshwarinagar's average monthly income of Rs. 417.

**Figure 5.6: Average Monthly Income in Parivartan and Non-Parivartan Slums (Rs.)**



It needs to be noted that it is virtually impossible to get correct and accurate income data in any survey. More so in case of poor people, not only because they do not report correct income but they often do not know their exact income as amount of income they earn varies from day to day. However, there is a clear and consistent pattern as reported in increased hours of work and income. To sum up then it is clearly indicated that effective infrastructure inputs in slums has direct and significant effect on productivity and income.



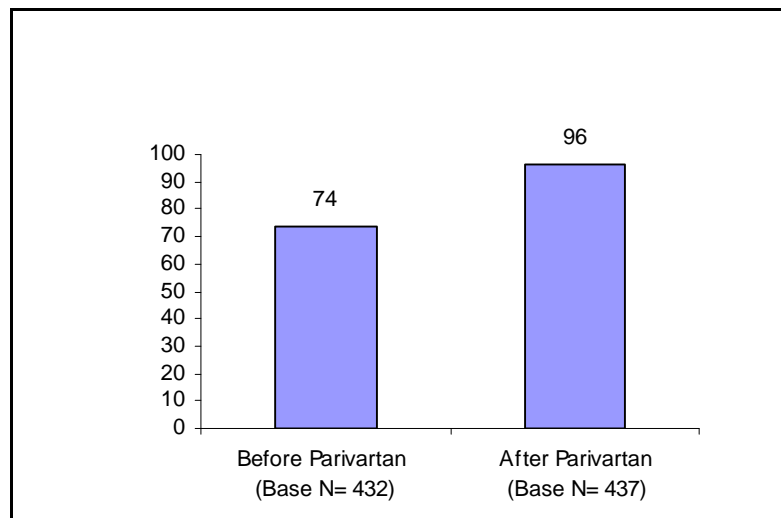
# Chapter VI

## Impact – III: Health

Availability of regular water supply in sufficient quantity has brought about a remarkable change in matters of personal hygiene and cleanliness and has noticeably improved the residents' health status.

In Babalablabnagar the proportion of people bathing daily was 74% before Parivartan which increased to 96% after Parivartan. (Figure 6.1)

**Figure 6.1: Comparison of Respondents Taking Daily Bath Before and After Parivartan in Babalablabnagar (%)**

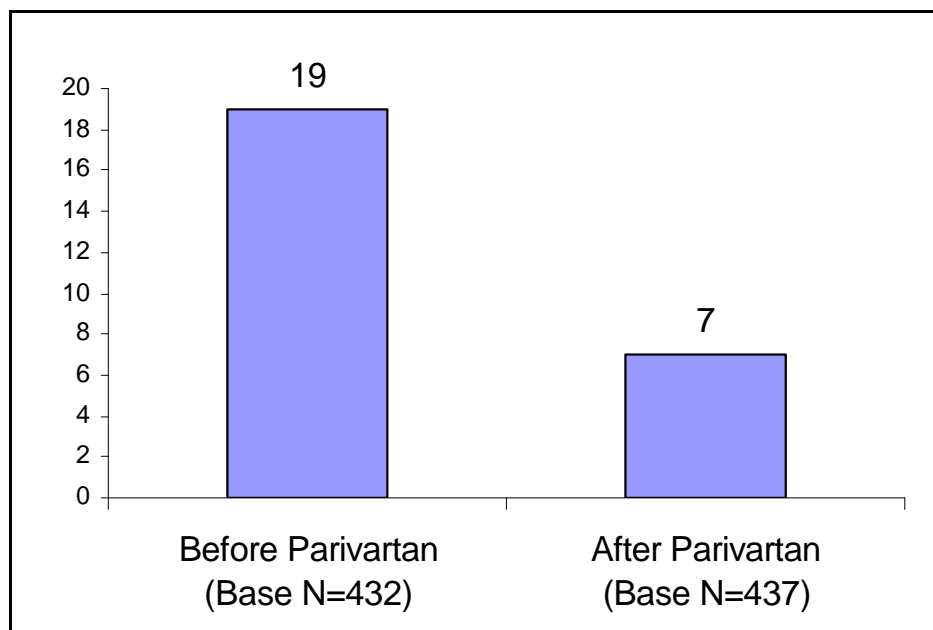


Among those who were irregular in maintaining personal hygiene 91 percent reported that difficult access to water and insufficient water led to the negligence, while 9 percent of the respondents gave unsatisfactory drainage of water as the cause for neglecting their personal hygiene. As there was no water outlet inside the house and also no drainage connection, women had no privacy in taking bath and therefore they bathed only when they found some opportunity for privacy or bathed in open spaces in groups.

Figure 6.2 shows the improvement in the health status in Babalablabnagar, when each resident had water supply available at home. 19 percent of the people

reported illness before Parivartan, which had reduced to 7 percent after Parivartan.

**Figure 6.2: Incidence of Illness Before and After Parivartan in Babalablabinagar (%)**



More detailed analysis of the types of illnesses prevalent in Babalablabinagar, before and after Parivartan is illustrated in Table 6.1.

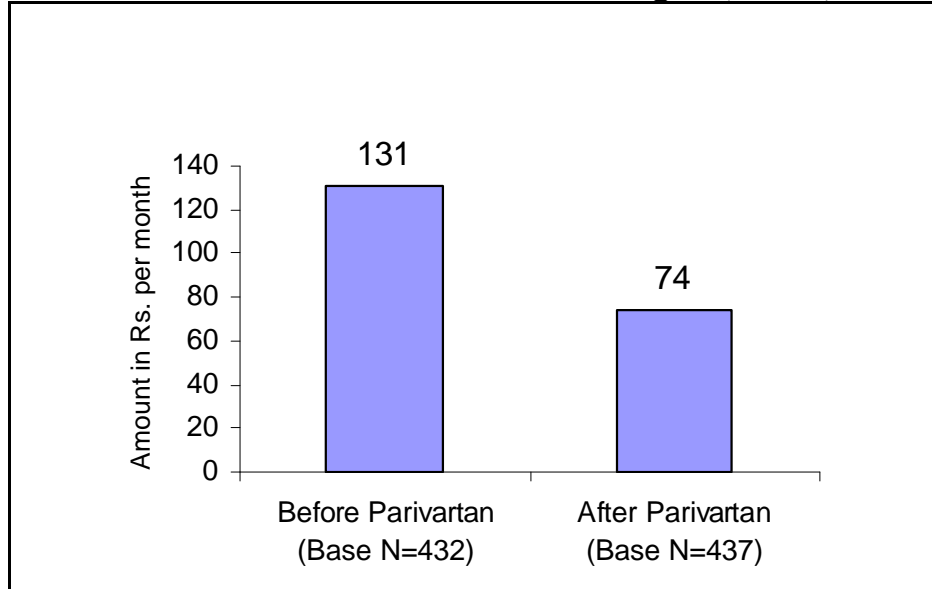
**Table 6.1: Types of Illness and Their Prevalence in Babalablabinagar Before and After Parivartan (%)**

Type of Illness	Before Parivartan	After Parivartan
Diahorrea	11	4
Fever	31	14
Cough & cold	17	1
Bodyache	7	5
Gastro Enteritis	4	-
Boils	1	-
Typhoid	5	4
Jaundice	3	-
Others	19	10
No illness	-	62
	(Base N = 81)	(Base N = 81)

Dramatic reduction is evident in water borne diseases like diahorrea, fever, gastro enteritis etc. Some of the residents informed that their having to fetch water from a distance caused body aches. Percentage reporting

body ache before Parivartan was 8, which was reduced to 5 percent after Parivartan.

**Figure 6.3: Average Monthly Expenditure Towards Health Before and After Parivartan – Babalablabinagar (in Rs.)**

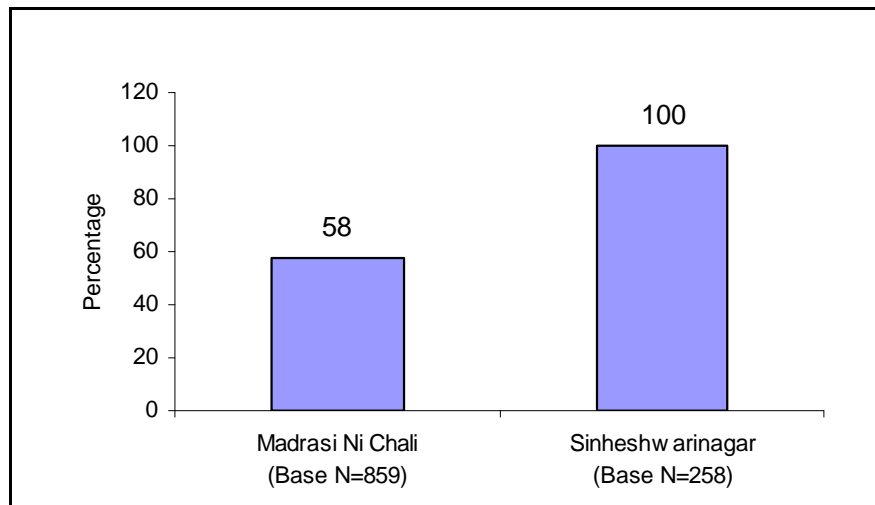


The average monthly expenditure towards health before Parivartan was Rs. 131 and after Parivartan it was reduced to Rs. 74 a reduction of nearly 56 percent.

#### **Madrasi Ni Chali and Sinheshwarinagar**

In Madrasi Ni Chali only 58% of the residents took daily bath as against 100 percent in Sinheshwarinagar as shown below.

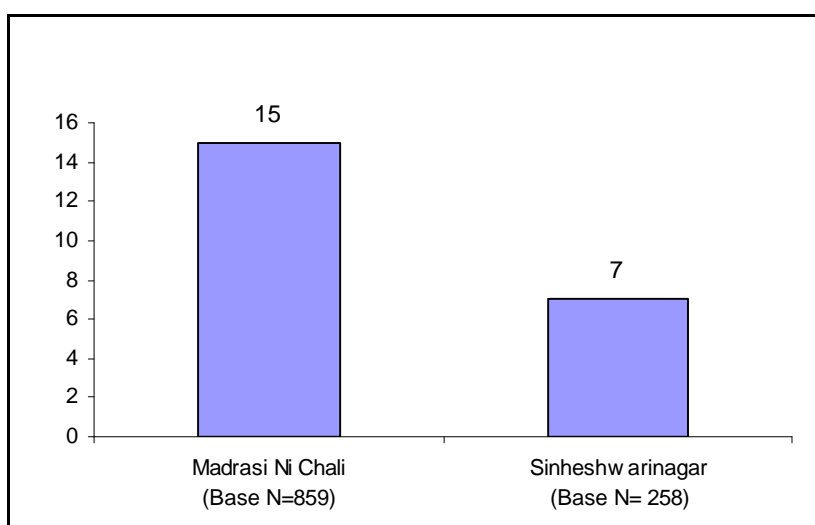
**Figure 6.4: Comparison of Residents Taking a Daily Bath in Parivartan and Non-Parivartan Slums (%)**



In Madrasi Ni Chali 38 percent said that daily bath was not possible due to limited access to water and 7 percent said that due to lack of water outlet, they could not take daily bath as they had to sit outside on a verandah to take bath and women could not always find privacy.

In Madrasi Ni Chali 15 percent of the population reported illness at the time of this survey while the proportion of illness in Sinheshwarinagar was 7 percent.

**Figure 6.5: Comparison of Illness in Parivartan and Non-Parivartan Slums (%)**



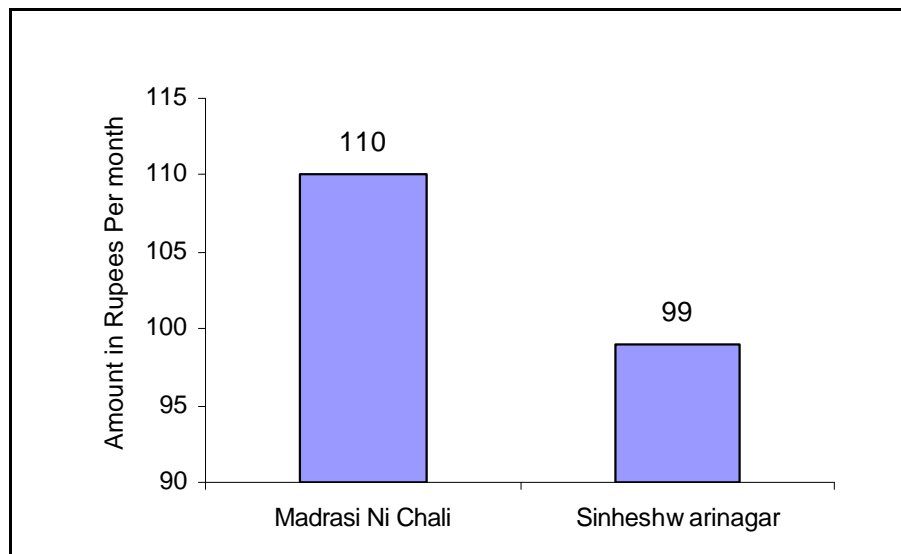
**Table 6.2: Comparison of Type of Illness in Residents of Parivartan and Non-Parivartan Slums Among Those Who Reported Illness (%)**

Type of Illness	Madrasi Ni Chali	Sinheshwarinagar
Diahorrea	12	5
Fever	33	30
Cough & cold	15	10
Bodyache	18	15
Boils	1	-
Skin Disease	1	-
Stomach Ache	1	-
Others	19	40
	(Base N = 129)	(Base N = 20)

Percent of water borne diseases in Madrasi Ni Chali was much higher than in Sinheshwarinagar. The average monthly expense in Madrasi Ni Chali

towards illness was Rs. 110 whereas in Sinheshwarinagar it was Rs. 99 (Figure 6.6). The reason why this difference in monthly expenditure is less in Madrasi Ni Chali and Sinheshwarinagar as compared to Babalablabinagar, could be that more residents of Sinheshwarinagar go to private doctors and therefore spend more money. Sixty nine percent residents in Madrasi Ni Chali go to private doctors as compared to 86 percent in Sinheshwarinagar.

**Figure 6.6: Average Monthly Expense Towards Illness in Madrasi Ni Chali and Sinheshwarinagar**



## Babuben Natwarbhai Pattni of Sinheshwarinagar

†My name is Babuben Natwarbhai Pattni, I work as a vegetable vendor. I am living in Sinheshwarinagar since 1984. The first 10 years we lived without any facilities.

My work involves bringing vegetables from the market to my home and the segregating them into good & bad quality. The water status in my area was very pathetic. We used to fill water from one public tap. The area surrounding the tap was filled with the garbage of nearby societies. As a result my whole body was covered by "Dadar" (skin disease). I spent Rs. 500/- for getting treatment from a private doctor. He also said that this was caused because of a problem in my blood & also lack of cleanliness.

During my pregnancy I was filling water from outside at the public tap. As a result I became very weak & had to be hospitalised in a private clinic for 3 days. All these sickness cost us about Rs. 15000/-.

We had to go to the railway lines for defecating. Once I had loose motion and had to face so much problems. Due to extreme weakness I feel down in a dead faint on the road.

With an income of just Rs. 30/- a day, we would end up spending a lot of money on medical treatments. Due to weakness and fever I could not go to work for nearly two months. Earning Rs. 30 daily, I lost about 2000/- per month and above this, I would pay for my treatments to the doctor.

This would cause a lot of financial tensions in our lives.

After water came to our homes.

Now that the facility of water came to our homes, 99% of incidence of sickness has gone down. Now we are spending only Rs. 500/- per year in medical treatment. Initially I was earning Rs. 30/- per day, now I easily take home Rs. 50/- per day.

Earlier we used to bathe only once in 2/3 day, but now we take a bath twice a day. We also wash our mattresses twice a month in place of twice a year. We are also keeping our house clean and our vessels clean. This has greatly reduced incidences of vomiting & diarrhoea.

Now I have very less tensions in life.†

## **Chapter VII**

### **Impact – IV: Social Status & Empowerment**

In social aspects, the most noteworthy and more dramatic impact is seen on women. Both, in Babalablabinagar and Sinheshwarinagar there is a very noticeable rise in their self esteem. Ninety four percent respondents from Babalablabinagar and 100 percent from Sinheshwarinagar reported that their fellow community men from other parts of the city treated them with a greater degree of respect after the improvement in facilities in their homes and neighbourhood.

In response to the question whether there was any change in their social status after Parivartan, 94 percent women in Babalablabinagar and all the women respondents in Sinheshwarinagar said that their social status in their caste had gone up.

The same percentage of respondents in Babalablabinagar and Sinheshwarinagar respectively stated that their interpersonal relationships with fellow residents were much more harmonious than ever before, as there were no quarrels and fights, that happened on a daily basis, in their struggle to procure water before Parivartan was implemented. Their family life has become more harmonious. Earlier in Sinheshwarinagar, husbands were uninterested in taking their wives out, as women were unable to bath daily. Now they take their wives out more frequently.

In Sinheshwarinagar, the women said that earlier, they had to go to nearby housing colonies to get water. They were often humiliated and insulted. Sometimes they had to pay as much as 15 Rs. to get a bucket of water. As a result some took only one bucket of water which was grossly inadequate and contributed to uncleanliness, lack of hygiene and illness. Now, they are in a position to even supply water, to the adjoining "Madrasi Ni Chali" and oblige them where there was no individual water supply at the time of this study.

Now the residents of Babalablabinagar, having got household toilets under Parivartan, are much more relaxed. They save considerable time not having to walk long distances, not having to compromise on their privacy and dignity. In fact, individual toilets have liberated women from many difficulties and tensions. In Babalablabinagar, the visits from relatives and their duration of stay has increased due to availability of toilets. Marriage opportunities for their children also have increased. Now there are no puddles of stagnant water around their homes or in their neighbourhood.

In Madrasi Ni Chali, the women who defecate near railway line, are harassed by the employees of a factory situated nearby, unlike the women in Sinheshwarinagar, who have stopped defecating in open as they now have individual pour flush toilets.



## Raziaben Pathan of Babalablabinagar

†I can never forget an incident that has happened in my life, due to unavailability of toilets† said Raziaben Pathan of Babalablabinagar while describing her experience to us. †We used to go to the riverbed for defecation. Men and women used to sit opposite each other, there was no privacy and we could do nothing, if the men ridiculed, teased or harassed us. Slowly we started going in groups, and had to go before sunrise to avoid humiliation. The situation was pathetic, when someone got diahorrea, which was frequent in Babalablabinagar. During monsoon, when the riverbed was flooded, we had to find other places, near the road, where people used to pelt stones at us. Which made us again resort to the riverbed in extremely uncomfortable position with water reaching over our waist.

When I was carrying my second child, and was 5 months pregnant I contracted diahorrea and had to go to the river bed alone, late at night. Some men hiding in the bushes nearby, tried to molest me and I had to run down to my house. I got acute pains, and had to be admitted to the hospital immediately. Fortunately though, my child was saved.

I had sent my teenage daughter...†, continued Raziaben †...to live with our relatives in our native village, as I knew that we would be unable to get a suitable bridegroom for her, if she stayed on in Babalablabinagar where women had no privacy, dignity and respect.

Thanks to Parivartan, my daughter has rejoined us now, and the prospect of her marriage have improved.†

The formation of CBOs under Parivartan, had increased women's confidence and they felt empowered. The CBO's of both Babalablabinagar and Sinheshwarinagar had exercised their discretion and withheld a part of their contribution to the AMC when the pressure of the water available in area was lower than their expectations. Under continuous and forceful pressure of CBO women, AMC was ultimately obliged to restore the pressure by installing new feeder pipes.

The CBO in Sinheshwarinagar provided a guarantee for 7 women residents of Sinheshwarinagar who had taken loan for paying their contribution for participating in Parivartan. In this case SEWA Bank, due to MHT's intervention, modified its rule which requires a person wanting a loan to produce as guarantor an individual drawing a regular salary.

In Sinheshwarinagar the residents had got household electricity, connection through another scheme of the state government, with MHT support.

## Kokilaben Pattni of Sinheshwarinagar

Kokilaben Pattni of Sinheshwarinagar who was only 17 years old, when the community mobilisation process was initiated in Sinheshwarinagar, is now the vice president of the Sinheshwarinagar Mitra Mandal.

‡When I met Varshaben of MHT, she cajoled me to come to the trainings imparted by MHT. My mother would not let me go alone, as I was young and unmarried. When I attended the trainings, I could not even speak my name in public, due to shyness. I had to discontinue my education after the 10<sup>th</sup> standard, to take care of my younger sister and the house, as my mother could not spare time for getting water and other household chores in addition to vegetable vending. I was a regular attendee at the training with Kankuben, who accompanied me there. Slowly, I shed my inhibitions and started going to AMC office with Varshaben. In the nights I used to explain to the other residents to join the programme. Jayshreeben at the SEWA Bank spotted me and hired me to conduct a survey. This increased my confidence. I started keeping a diary to record the happenings of the Parivartan programme at Sinheshwarinagar. Though I was a leader in all activities, my fellow residents ignored me due to my young age. But my parents now started trusting MHT and would let me go alone to any of the SEWA institutions. I conducted the literacy classes in Sinheshwarinagar as a part of the community development initiative after the installation of infrastructure. Although my peers had started treating me with more respect now, they were still reluctant to include me in the CBO. Assisted by MHT, I spearheaded the process for getting individual electricity connection for Sinheshwarinagar after Parivartan. There was a tremendous change in the resident's attitude towards me after this. They made me the vice president of the CBO.

I am engaged and my in laws treat me with respect, as I have helped them in sorting out some legal family issues through the SEWA Union. I have convinced my husband to come and live in Sinheshwarinagar with me, as the environment here is clean. Before I was "Koki" now I am "Kokilaben" who sat next to the president of the World Bank when he arrived in Sinheshwarinagar.‡

There is a marked shift in their perception of the area after upgradation. This is amply illustrated by a wedding invitation received by the MHT staff from Ghanshyam Nagar a slum where Parivartan was completed, though not included in this study. A photocopy of the wedding invitation is produced below. The card indicates the address of the resident as "12 Ghanshyam Nagar Society" an individualised numbered address, which happened only after Parivartan.

પ્રભુ મારા સર્વ પ્રસંગો તારા હાથમાં છે.

# આનંદિત અવસરો

**મંડપ રોપણ**  
તા. ૧૫/૧૨/૨૦૦૧ શનિવાર ના રોજ  
સવારે ૯.૦૦ કલાકે

**લગ્નગીતો**  
તા. ૧૬/૧૨/૨૦૦૧ રવિવાર  
રાત્રે ૮.૦૦ કલાકે

**ઉપકારસ્તુતિની મીટીંગ**  
તા. ૧૬/૧૨/૨૦૦૧ રવિવાર  
રાત્રે ૯.૦૦ કલાકે

**ભોજન સમારંભ**  
તા. ૧૭/૧૨/૨૦૦૧ સોમવારના રોજ  
બપોરે ૧૨.૩૦ કલાકે અમારા નિવાસસ્થાને

**Address:**  
12, Ghanshyam Nagar Society, Hatkeshwar Ramol Road,  
Near Ekta Apartment, Ahmedabad - 8. Phone: 5856269

Seventeen percent of the households in Sinheshwarinagar have taken a loan from the SEWA Bank to upgrade their houses. All the households in Sinheshwarinagar have now constructed water storage structures either in the form of underground tanks or ready made cement concrete tanks. They store water in these tanks, so that water is available to them through out the day. Kankuben Pattni whom we have quoted earlier in Chapter V, has also become active with SEWA Bank. In her own words,

I have joined SEWA Bank's Jeevan Asha savings scheme and save Rs. 10 every day. I have become the "Bank Saathi" now and collect the Jeevan Asha savings deposit from other women in nearby areas and earn a commission of 1 percent for the money deposited in the bank through me.

The residents of Madrasi Ni Chali have approached the CBO of Sinheshwarinagar, and with their guidance, have formed their own CBO, before applying to the AMC for including their slum under the Parivartan programme.

The CBO of Sinheshwarinagar in an unprecedented gesture have made an application to the AMC for paying the water tariff. Which has been acknowledged by the AMC, and given the registration no. 375 TAX-Gen for further correspondence. We reproduce a photocopy of their original application with its English translation on the next page.




Photocopy of the application of the Sinheshwarinagar CBO to AMC requesting to asses

**सिंहेश्वरी मित्र मंडळ**

(१) सने १९६०ने २१ अधिनियम  
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(२) सार्वजनिक प्रयोगा वळवळींमोने  
नं. १४२६ अमदावाद.



रहस्य :  
सिंहेश्वरीनगरनी वाडी,  
अमदनगर सासाथरीनी पामे,  
सिंहेश्वर मंडळवनी पामे,  
मिथाणीनगर, अमदावाद-१६.

रेक. नं. १८००२  
ता. - १६६

श्री  
श्री अनंदाभाय शिंदे  
नगर मोग  
गुण. मिथांडेरांग अमदावाद

- शिंदे आभासनी कायना

आनगर कारेण-की  
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श्री अनंदाभाय शिंदे  
शिंधेश्वरीनगर  
अभिवळ लमळगुड  
गुण. मिथांडेरांग

(१) प्रमुख सुरज विरचंद  
(२) उपप्रमुख शिंधेश्वरीनगर वळवळी  
(३) मंत्री नरेश (३) शिंधेश्वरी  
(४) अमानची शिंधेश्वरीनगर वळवळी  
(५) कार्याध्यक्ष सुरज विरचंद

(Original Application)

To  
Assessor Tax Collector  
North Zone  
Ahmedabad Municipal Corporation,  
Ahmedabad  
Dt. 7/8/2001

Subject: Tax Assessment

Dear Sir,

This is to inform that Sinheswarinagar, opposite Meghaninagar is a beneficiary of the Slum Networking Municipal Corporation. We have got benefit of all services individual toilets, pavements, etc. We are now ready to tax.

We request for a tax assessment for the same.

Thanking you

President – Suraj Virchand  
Vice President – Kokila R Patni  
Member – Natwar Ujam  
Treasurer – Rameshbhai  
Secretary – Shravan bhai

cc: Shri Anandbhai Patel  
Deputy City Engineer  
Slum Networking Project  
Ahmedabad Municipal Corporation

(English Translatic)

## **Chapter VIII**

### **Impact – V: Government Administration & Policy**

The success of the programme, in Ahmedabad and the recognition received by the AMC at the national and international level, have substantially impacted the city administration in many ways. As a consequence Mr. K. Kailasnathan the then Municipal Commissioner, issued a circular that the Parivartan areas be given highest priority for maintenance. (A photocopy of the original Gujarati and its English version are produced below.)






અમદાવાદ મ્યુનિસિપલ કોર્પોરેશન  
મ્યુનિસિપલ કમિશનરશ્રી ની સેન્ટ્રલ ઓફિસ  
સરદાર પટેલ ભવન, દાક્ષાપીઠ, અમદાવાદ - ૩૮૦૦૦૧  
સરકયુલર નંબર :- ૫૭ તા.૦૮.૦૧.૨૦૦૧

આથી ઝોનલ ઓફીસો સહિત તમામ ખાતાના અધિકારીશ્રીઓને જણાવવામાં આવે છે કે, સ્વમ નેટવર્કિંગ પ્રોજેક્ટ વિભાગ પ્વારા જે સ્વમ વિસ્તારોમાં સુવિધાઓ પુરી પાડવામાં આવે છે તેવા સ્વમ વિસ્તાર અંગે સ્થાનિક રહીશો/આગેવાનો/કાર્યકરશ્રીઓ/કાઉન્સીલરશ્રીઓ તરફથી આવતી પાણી, ગટર, સફાઈ વગેરે જેવી મ્યુનિ.કોર્પો.ને લગતી તમામ સામાન્ય ફરીયાદોનો નિકાલ મ્યુનિ.કોર્પો.ના જેન્ટે ખાતા પ્વારા જ કરવાનો થાય છે. જે જણામાં લઈ " પંડિત દીન દયાળ ઉપાધ્યાય અંત્યોદય યોજના " નો અમલ થયેલ હોય તેવા કોઈપણ સ્વમ વિસ્તારમાંથી આવતી મ્યુનિ.કોર્પો.ને લગતી કોઈપણ ફરીયાદ આવે તો તેનો ઝડપથી સમયસર નિકાલ થાય અને ફરીયાદીને ગેરમાર્ગે દોરવામાં ન આવે તે જોવા વિનંતી છે.

આ સુધનાઓનો ચુસ્તપણે અમલ કરવા વિનંતી છે.

સહી : કે.કે.લાસનાથન  
મ્યુનિસિપલ કમિશનર

રચણપત્ર ઉપર મ્યુનિસિપલ કમિશનરશ્રીની સહી મેળવેલ છે.  
નકલ રવાના કરવા પ્રમાણિત.

  
આઈ.એન.જર  
(સેન્ટ્રલ ઓફીસ)



Ahmedabad Municip  
Central offi  
the Municipal Con  
Sardar Patel B  
Ahmedabad : :

This is to inform the Zonal o  
officials, that any comp  
residents/community volunteer  
slums coming under the SI  
regarding water, drainage, cl  
common problem should be  
respective zonal offices.

If any complaints are receive  
under the Pandit Din Dayal Up  
should be looked into on a prio  
correct guidance, to the applica

This directive needs to be follow

Signed:  
Municip

Municipal Commissioner's signa  
and copy authorised for dispatc

S/D  
Assistant Manager  
(Central Office)

(Photocopy of the circular issued by the municipal commissioner)

(English translation of the Municipal Commissioner)

Given below are some of the impacts of Parivartan on the local Government authority;

- ? We have already quoted in Chapter II, Mr. Anand Patel, a Deputy City Engineer, who changed his earlier views and wanted all infrastructure schemes to be implemented through Parivartan.
- ? Considering the impact of Parivartan, the AMC has undertaken jointly with MHT & SAATH a city wide survey of slums, with a focus on infrastructure to enable prioritisation of slums to be covered in Parivartan.
- ? Four hundred additional slums have been cleared by AMC for giving them the ten year informal tenure (a requirement of Parivartan) of their existing settlements which are currently illegal and thus setting the stage for their inclusion in Parivartan.
- ? In order to speed up the coverage and implementation of Parivartan, AMC has already started a process of setting up an independent and separate agency: The Slum Upgradation Society.
- ? The corporation has also suggested that slums included in Parivartan Programme, be prioritised for implementation of a housing upgradation scheme of the Government of India, "The Valmiki Ambedkar Awaas Yojana".

Parivartan has influenced even the State Government:

- ? The Gujarat State Slum Policy is in the process of being drafted on the basis of the Parivartan experience.
- ? MHT, SEWA and the two CBOs promoted by MHT in two Parivartan slums have been appointed as members on the Steering Committee meant to guide the process of policy formation of Gujarat State for Slum Development.
- ? A proposal to launch Parivartan like slum development programme in all the six Municipal Corporations and some 20

Municipalities of the state with The World Bank's assistance is being actively considered.

Thus beginning as a one slum pilot project, Parivartan has now extended to many slums in the city. Parivartan premises and approach are likely to be adopted in the slum development of all the six Municipal Corporations and some other towns of the State of Gujarat.

# Chapter IX

## Conclusion

To recapitulate, the basic premise of the Parivartan programme, is that infrastructure development enhances other development such as health, education, nutrition, social relationships and traditions. In fact, if physical conditions at home improve, then it impacts the other aspects of development. SEWA which has been working amongst the urban poor since the last 27 years has also realised this. Ms. Mirai Chatterjee, the then General Secretary of SEWA in her letter to the World Bank Urban Leader for East Asia and Pacific Region stated that "Slum upgradation is poverty alleviation. For a poor family in a slum their home is a productive asset – it is their workplace. Hence, if their home and its environ are upgraded and secured, it is a major contribution to their employment. It has also been observed in SEWA's activities in the slums, that inputs in such programme as health have a limited impact if given without adequate basic amenities in the house and infrastructure within the slum locality".

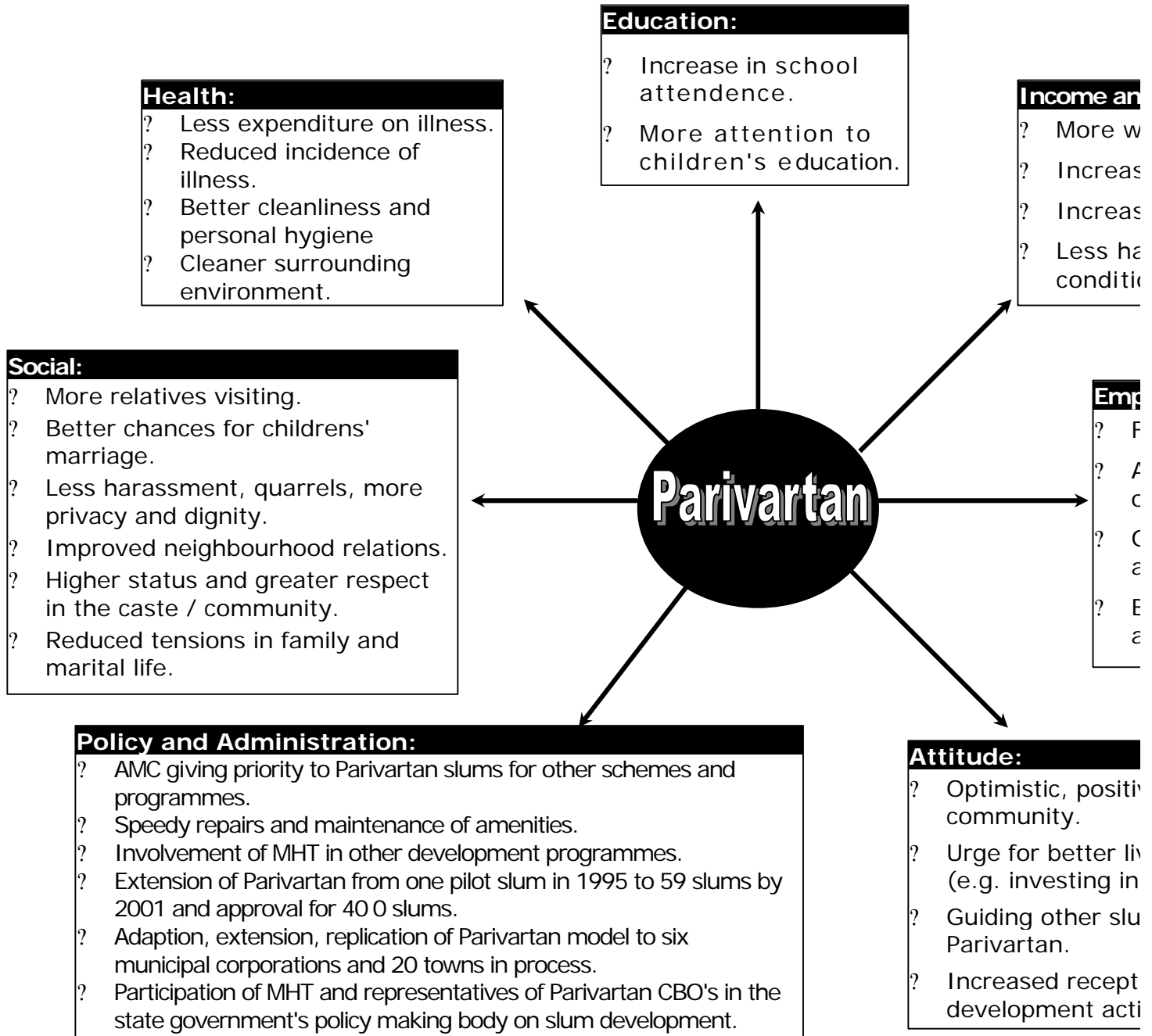
In discussion with Ms. Chatterjee while referring to the experience of the Shankar Bhuvan slum of Ahmedabad, she stated that the present study of the impact of the Parivartan programme clearly demonstrates, that development of infrastructure and the provision of basic amenities have a very decisive influence not only on health, education and income but also the social life of the urban poor, and their empowerment. We have found, in this study that the provision of basic amenities in Parivartan that of personal water and electricity supply, household toilets, roads and drainage inside the slum locality, has helped people to maintain a better standard of cleanliness and hygiene, better attention to children's education, more hours for work and hence more income, higher social status and higher levels of self confidence and self esteem. As we have mentioned earlier women are now more vocal about their problems and have developed confidence and skill of interacting with the government authorities.

A change in their attitudes has also been observed as some of them are now even willing to pay taxes on their own, have developed a strong desire for better living conditions. Instances were recorded where Parivartan slums were giving

information and guidance to other slums for joining Parivartan. As a result some slums have themselves taken initiative to approach municipal authorities to extend Parivartan programme to their slums.

As there are more amenities at home, they have their relatives and caste fellows willing to visit their homes. Their community members are now more willing to give their daughters in marriage to the sons of Parivartan areas as they will not have to suffer indignities and hardships. Both their family life and neighbourhood life have become less quarrelsome, less tense and relatively more harmonious. To provide a comprehensive and complete picture we summarise the impact of Parivartan in the Figure 9.1 below with which we conclude this study.

**Figure 9.1 The Parivartan Impact**



# Annexure 1

## Parivartan Baseline Questionnaire

Chali Code \_\_\_\_\_ H.No. \_\_\_\_\_ H.Owner \_\_\_\_\_

### General Information

A.1. Full Name:

A.2. Address:

A.3. Age (years):

A.4. Religion:

1. Hindu
2. Muslim
3. Christian
4. Parsi

A.5. Marital Status:

1. Married
2. Unmarried
3. Separated
4. Divorcee
5. Widow

### Family Background

1. Name:

2. Age:

3. Relation:

4. Education:

5. Present Education:

6. Type of Work:

7. Work Description:

8. Organisation Name:

9. Monthly Income Rs.:

### Water

1. Who does the work of bringing water?

2. Time spent in bringing water?
3. Does water problem affect your other work?  
If yes, explain in detail how it affects your other work.
4. Do all members in your family take bath daily?
5. If no, give reasons.
6. Do you filter the drinking water before storing?
7. Do you cover the drinking water?

### **Electricity**

1. Do you have light facility in the house?
2. Do you have tube light in the house?
3. Do you have fan in the house?
4. Do you have T.V. in the house?

A.6. Do your children in the age group of 5-14 years go to study?

A.7. If no, give reasons.

### **Health**

1. Is anyone in your family ill at present?  
Yes / No
2. Was anyone in your family ill during the last one year?

If anyone sick then ask the following questions:

3. Who was sick?
4. What was the illness?
5. Since how long was he/she ill?
6. Where was he/she taking the treatment?
7. Approximate Expense (Rs.)?
8. Daily / Weekly / Total expense?

A.8. Is / was any lady member in your family suffering from any reproductive illness

During the last one year?

Yes / No



A.9. If yes, then ask the following questions:

3. Who was sick?
4. What was the illness?
5. Since how long was she ill?
6. Where was she taking the treatment?
7. Approximate Expense (Rs.)?
8. Daily / Weekly / Total expense?

A.10. Have the children in your family given vaccine?

Yes / No

If yes, then which / all of the following vaccines are given:

			YES	NO
1.	One & Half months	BCG. DPT. Polio		
2.	Two & Half months	DPT-2 & Polio-2 doze		
3.	Three & Half months	DPT-3 & Polio-3 doze		
4.	Nine months	Small pox vaccine		
5.	16 to 18 months	DPT & Polio Booster doze		

A.11. Is the lady member given vaccine at the time of delivery?

Yes / No

A.12. Where is this vaccine given?

- ? Government Hospital
- ? Private doctor
- ? Primary Health Centre

### **Information related to SEWA**

1. Are you a member of SEWA?  
Yes / No
2. If yes, since how many years?
3. With which of SEWA activities are you related?
  - (a) Loan
  - (b) Savings

- (c) Insurance
- (d) Health Care
- (e) Child Care
- (f) Co-operative
- (g) Union
- (h) Literacy
- (i) Training
- (j) Video
- (k) Ansuya
- (l) Housing
- (m) Legal Advise
- (n) Parivartan Yojna

4. Have you taken any training through SEWA?

Yes / No

5. Do you have an account in SEWA Bank?

Yes / No

6. Is it possible for you to do savings at present?

Yes / No

7. Do you know about Parivartan Yojna?

Yes / No

8. Would you like to take part in,if such a programme is started?

Yes / No