



**Need assessment report on
Training plus pilot under
strengthening the movement
of home-based workers,
South Asia**

Submitted by:

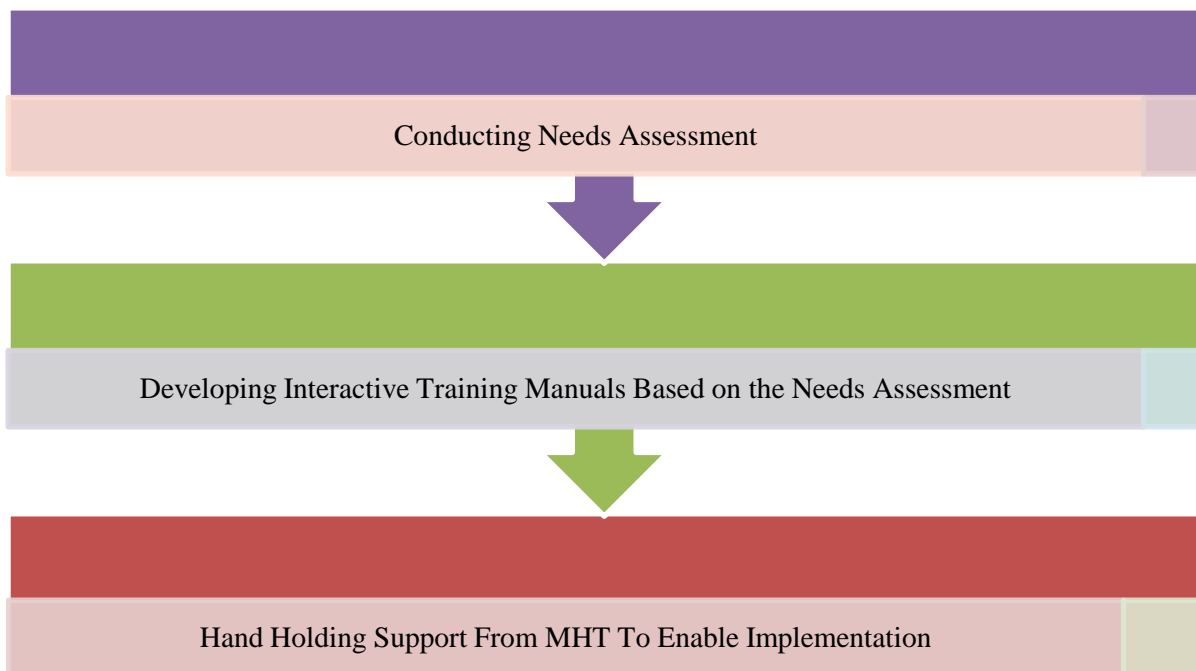
Mahila Housing SEWA Trust
Ahmedabad, Gujarat
India

Contents

S. No.	Topic	Page No.
1	Background	3
2	Approach to Need Assessment	3
3	Part 1 Nepal	4
4	Part 1 Bhubaneswar	13
	Annexure 1	20
	Annexure 2	20
	Annexure 3	21

Background

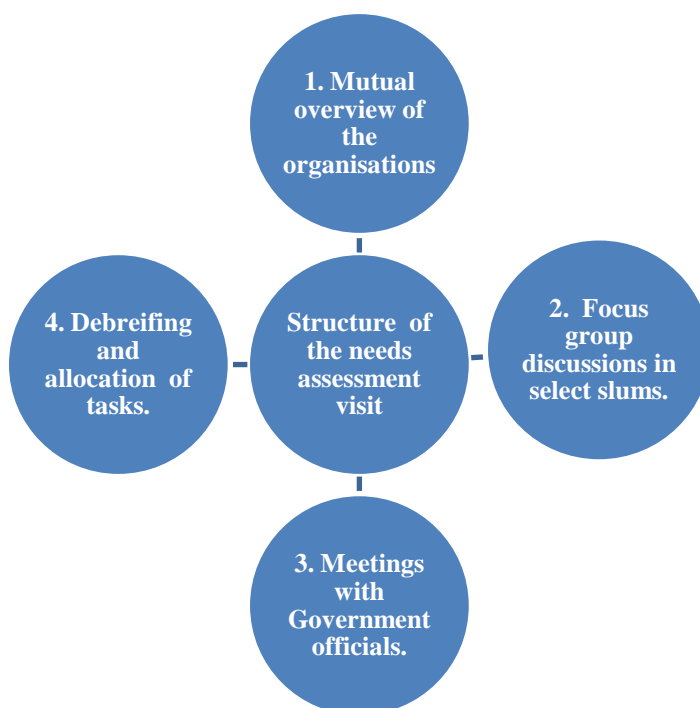
Home net South Asia (HNSA), a regional network of home based workers organisation in the South Asian region, under its “Inclusive Cities” programme, has been working with its member organisations, in urban areas to improve their working conditions. It was evident from the various engagements in the programme that for the home based workers in the urban areas, the housing conditions were the key determining factor in improving their productivity. A number of initiatives were undertaken by the HNSA including sensitisation of city managers on issues of home based workers, regional workshop with functionaries and exposure visit to the Mahila Housing SEWA Trust (MHT), a technical, grassroots organisation based in India and working to improve the habitat conditions of poor women in the informal sector. During the interactions it was realised that the issues of habitat were varied and complex, and that strategies beyond knowledge sharing would have to be deployed with the member organisations of the HNSA to achieve the desired effect. Subsequently, a robust proposition was worked out in joint meetings between HNSA, WIEGO and MHT. It was decided that the members should be given a longer training, customised to the local context, along with hand holding support from MHT, to enable them to take local initiatives on housing issues for their members.”SAATHI” In Nepal and “ROAD” in Bhubaneswar, India were chosen for the prototypes. The plan of action is elaborated below:



Approach to the Needs Assessment

A needs assessment visit was conducted in Nepal visiting the members of “SAATHI” for a week from 16th to 20th November 2014. Subsequently another team visited Bhubaneswar to assess the needs of “Road” from 16th to 20th December 2014. Again, MHT decided that the engagement would not only be limited to a needs assessment but would also help to develop a

strategy for the work ahead. Based on the extensive experience of MHT the visit was structured to the following approach:



Part 1: Nepal

In Nepal, at the instance of “SAATHI” 5 of their slum settlements, where they had organised home based workers, as the members were selected for the needs assessment.

Sr. No	Name Of Slum	Municipality/Village Development Committee
1.	PATHIBARA	Kappan village development committee
2.	GODAVARI	Lalitpur village development committee.
3.	MANOHARA	
4.	JAGRITI	Kathmandu municipality
5.	RAMHITI	Kathmandu municipality

All the slum settlements were assessed on the parameters in a focus group discussion format developed by MHT, attached as Annexure 1.

A. Land Tenure and Community History

Most of the settlements were very old with the oldest like Ramhiti and Godavari being settled for almost 40 years and even the most recent ones like Jagriti being 20 years old.

Jagriti, Ramhiti and Godavari were entirely on the lands of the Government, while Pathibara and Manohara were sprawled across Government as well as private lands. In Manohara, some of the households had bought the land from the private land owners, but they were not ready to share it with us. Most of the residents had migrated to the valley from the hills in search of livelihoods. Most of the settlements had no documents regarding the fact that they occupied these lands.

B. Identities as citizens

Immigrants before 2003 have their names in the voting list. After that the lists have not been updated due to inner political turmoil in Nepal. Households were connected with legal electricity during the time of monarchy, but after that the policy was not favourable to migrants and they were prohibited to even get legal electricity connections. At Godavari, the oldest citizens had recommendation letters which captured the fact that they had been settled by the Government itself on that plot in lieu of vacating a botanical garden site that was proposed by the Government. Even population enlisting by the Government of Nepal is done only once in ten years. Some of the residents had citizenship cards. However, the general policy that prevailed currently was not to recognise the immigrant population.

C. Status of Services

WATER:

As elaborated earlier, the general policy was not to recognise the immigrants. In none of the settlements, there was a legal tap water connection from the Government. Most households had actually dug individual borings or borings were being shared. In Godavari there were community water taps since it was difficult to dig borings on the kind of land that they had. In Manohara, access to water was a very big issue since not all the households had borings and the source for water was almost two to three kilometres away from the settlement. All the settlements except Godavari were facing a great issue of drinking water supply. This due to the fact that the water from bore wells could not be used for drinking purposes. At Jagriti they were paying 5 rupees for a bucket of water. All the settlements that we visited largely faced the issue of drinking water. The Government had installed community drinking water plant at Ramhiti, however it was not adequate for the entire community and the local households were resorting to different means for drinking water supply. In Ramhiti which was the most developed in terms of services, some households were using the spring water for drinking purposes. The community filter plant installed by the Government saw huge queues daily with the community harmony being disrupted to collect drinking water. At Manohara, there were traces of arsenic reported by the community in the water. Several modes of were being used by the people in Manohara to access drinking water. Some people were accessing it from the springs. The local school was connected to a tap water supply from the Government and some people were accessing water from there. Another significant difference from India was the fact that people seemed content to have common water taps as against India, where

there is an obvious push towards individual services. This was despite of the fact that a lot of time and physical effort was taken to get water from the common taps.

The community at Manohara had lodged an application with the local Government to get piped water supply from the school.”SAATHI” was already supporting them in the initiative.



Community women collecting water in Manohara

TOILETS:

Nepal fares much better in the area of toilet provisioning. A drive for “open defecation free” Nepal has been undertaken by the Government. Most of the households in the slums had individual level toilets. Only in Manohara it was a bit of issue, since there were strong rumours that the land on which Manohara was situated was reserved for some other planning purposes. We confirmed the rumours by meeting with the city authorities. However, it was not clear how much of the land was delineated for Government purposes, since the settlement also sprawled across the private lands. A community toilet was installed by a Dutch NGO and was being managed by the people who used it. Some of the households did not have access to toilets at all in Manohara.



Toilet in Godavri,
Nepal

An Interesting fact that emerged during the visit to Nepal was the fact that none of the settlement households that we met during the course of our visit had bathrooms. Again the behaviour of the local residents in terms of personal body sanitation was not very convincing since most people bathed only once a week. Washing clothes was also an activity undertaken once in ten days. In Godavari, where people had to fetch water from community taps, women bathed (when they did) in open washing places, with their clothes on. The communities in general did not voice a very great need for separate and private bath rooms. However this could definitely be an area that “SAATHI” should work on.

WATER DISPOSAL:

In Pathibara and Ramhiti the closed sewage was installed by the Municipality. This due to the fact that residents in Ramhiti had been settled by the Government themselves at the demand of the other citizens to protect them from the wild forests .Godavari only had an open sewage, with Jagriti having septic tanks designed by the Government. Sewage management system was completely absent in Manohara .Water used for domestic purpose was flowing openly in most of the slums except Ramhiti.



Open drainage lines in Jagriti & Pathibara slums of Nepal

ACCESS TO ELECTRICITY AT HOUSEHOLD LEVEL:

The household level electricity was being supplied by the Government. In all the settlements except Manohara, the older migrants had a legal electricity connection, with a bill in their name. However in recent times, the policy that prevailed was not to connect immigrants to any kind of legal supply of services. Thus it was difficult to get electric connection for the

new migrants in their name. Some of the settlements though, mentioned that a recommendation letter from the local village development committee, in the case of settlements in the VDC area would prove useful in getting legal supply. In Godavari the households not having the meter connections, had entered into an arrangement with those having it, and were paying the designated charges to them. In Manohara, people had connected themselves to the legal supply which was being given to a school in the settlement. Power cuts were a common factor and many of the households expressed their willingness to access solar lights. This would be particularly helpful to the Home Based Women workers being organised by SAATHI.



Network of electrical wires in Manohara, Nepal

STREET LIGHTS AND PAVED ROADS:

Only in Ramhiti, the oldest settlement, street lights were available at strategic locations. In Godavari, irregularised street electric supply was managed by the people from the overhead cables meant for the supply to the city. A disciplined system of distribution of the charges and collection from the community for the payments was in vogue. Jagriti had 3 street lights which were insufficient and Pathibara was in negotiation with the village development committee to approve a budgetary requirement of three lakh rupees to install solar lights. Except for Ramhiti, the paved roads in the slums were insufficient. Again, in Pathibara were pucca roads were constructed the road width was very less. At some places, the width was only around one foot. In Manohara there were no roads at all. In Godavari, an application for the extension of the existing road to the entire settlement was pending.



Status of roads in
Godavri, Nepal

SOLID WASTE MANAGEMENT:

Most of the slums were well organised in terms of the solid waste management at the settlement level. In slums on the Government land i.e. Pathibara, Ramhiti and Jagriti, the solid waste was being collected by the Government collection vehicle. The people were paying 100-150 rupees a month for the collection of the waste. The slum dwellers were used to making small pits outside their houses and collecting the waste, till it was picked up by the Government. “The Nepal Mahila Ekta Samaj, a strong community based organisation was also engaged in solid waste collection. The presence of the Nepal Mahila Ekta Samaj was very strong on the ground need to find out more in how it was engaged in the collection. The negotiations around the issue of solid waste management require a special mention in Manohara. Where with support from “SAATHI”, and the local women in the slums, a ward committee was constituted to negotiate the charges for the solid waste management collection. This ward committee also included representatives from the Government. The committee was successful in lowering the monthly charges for the collection to 75 rupees from 150 rupees.



Garbage dump in Manohara, Nepal

HOUSING:

The Housing in Ramhiti was of a better condition, as it was the oldest and the most recognised slum by the Government . In Godavari the houses were primarily kuccha and

when probed deeply women did express a need for housing finance. In Manohara the houses were essentially extremely Kutchha since the slum was the youngest and the people were very poor. In Pathibara, the houses were along a railway line, and some of the households had already got letters of allotment under the Bagmati river development programme. In Jagriti, the houses were adjacent to the canal and therefore were also to be relocated under the designated programme. In Godavari, one home based worker had already taken a housing loan of 50,000/ at an Interest rate of 16% per annum from a thrift and credit cooperative society.



Houses in Jagriti, Nepal

THRIFT AND CREDIT SOCIETY:

Almost every nook and corner of the Kathmandu Valley in Nepal had thrift and credit societies. But most of these credit societies were operating commercially, not on the lines and principles of cooperative, democratic governance or mutual self help. Most women were used to savings and taking loan. The loans were taken by the women at an interest rate from 10% per month to 36% per month. These were quite exorbitant, as compared to the rates in the microfinance sector in India. However finance for value added sectors like housing, and energy was not very visible.

Based on the visit, there are several emerging needs that are evident in various areas of habitat, specifically impacting the economic productivity and quality of life of home based women worker. MHT has categorised them into short term, medium term and long term interventions. This categorisation has been developed as a mix of the needs and what can be achievable in a certain time span, keeping in mind the local context in Nepal. Nepal is a very young democracy and there is no constitution currently in vogue.

SHORT TERM INTERVENTIONS:

Water: Most of the settlements did have access to domestic water usage, either through privately driven, shared bore wells or community water taps. Women had taken loans for the same purpose. Drinking water was however an issue, and in most of the slums a lot of energy is being spent in accessing drinking water.

Mobile pure water entrepreneurs, could be developed, who could run a sustainable social business selling water at the door step of the home based women workers

Energy: Power cuts were a common phenomenon. Introduction to renewable/efficient energy systems, supported by an innovative delivery mechanism and associated financial intervention is the need of the hour.

Housing: In the case of Pathibara and Jagriti slums, the Government was developing a housing scheme for the slum dwellers as a part of the Bagmati riverfront Development Scheme. Some of the members of “SAATHI” were already eligible. The strategy for them could be to lobby and liase with the Government so more such members could be eligible, and facilitate a smooth transition to these houses.

In the case of others customised housing finance products could be delivered, in conjunction with a design suited to the needs of the HBW.

SOLID WASTE MANAGEMENT:

The solid waste management was an area where the local community was already very active, with community based organisations like the “MAHILA EKTA SAMAJ” in the fore front of the process in a lot of the settlements .A little bit of fine tuning and strengthening of the existing process is the only intervention needed.

MEDIUM TERM INTERVENTIONS:

There are several issues on which Government engagement is a must since service delivery is largely the role of the Government. Since the political scenario in Nepal is very fluid, it is expected that these interventions will take time. Again the service delivery (comparable to the mainstream) is directly linked to their migrant status and the nature of land tenure.

- Letters of Recognition/recommendation from the Village Development committees and the municipalities are an important reference to get electricity connection.
- Since Nepal does not have a benevolent policy towards migrants, services like paved roads, street lights, closed sewage systems etc. are only available through local political engagement.
- Though the settlements that we visited had toilets, Nepal has a very effective programme for toilets provisioning. It has an “Open Defecation Free” programme in which 16 settlements have already been declared open defecation free by the Government.

The local development offices and the municipalities engaged with the ward committees and the people to formulate development proposals once in a year around December, budgetary provisions would possibly be undertaken towards the next financial year. The settlement Godavari and Manohara were trying to use this window when we visited.

LONG TERM INTERVENTIONS:

The democracy in Nepal is nascent and constitution is in the making. This is the right time to initiate a campaign towards a free, fair and equal Nepal and working with the Government to formulate pro poor policies.

- Working towards getting a policy where cities are "inclusive" towards migrants, poor and home based workers specially.
- Provisioning of Basic services is an entitlement for all citizens of Nepal and it should be delinked from the land tenure status of the slum settlements. The emphasis should be on individual level services so as to achieve a maximum impact on human development indicators like education, health, economic productivity, environmental efficiency and safety of women.
- Recognising Housing as a 'Right'.

D. Tasks Allocated to SAATHI

A debriefing of the visit was held by MHT with the concerned personnel in Saathi during which some tasks were allocated as a follow up to the visit and prior to the training to be held in India.

- A mapping of all the ministries which were concerned with the development of habitat issues at the national level
- Refining the knowledge on the various local level Institutions of Governance, their roles and responsibilities and interrelationships between these departments for ensuring service delivery
- Conducting meetings with the local development authority, ward committees and the Home Based Workers along with other slum dwellers, before March 2015 to influence the local budgets.
- Understanding the difference in terms of purview and jurisdiction of the metropolitan city authorities and the municipalities.

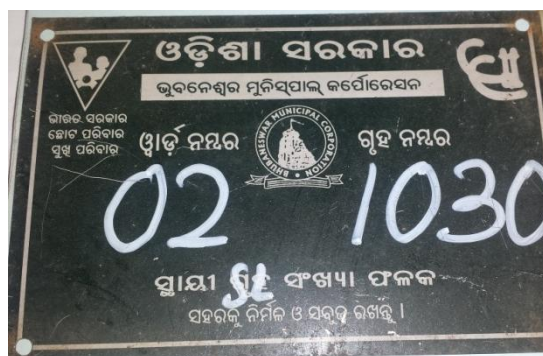
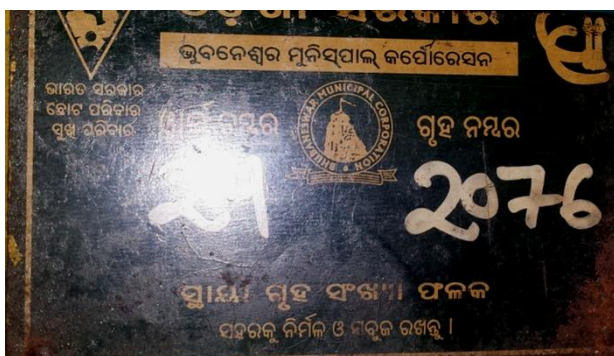
PART 2: Bhubaneswar

“Road”, partner Homenet South Asia in Bhubaneswar, led the needs assessment process at the instance of their home based workers. About eight slum pockets were selected for the focus group discussion.

- Shastrinagar
- Refugee colony
- Kargil Basti
- Sitanath nagar
- Salasahi
- Shantipalli
- Jharna Basti
- Tati Basti

A. Land Tenure and Community History

Most of the settlements were very old with the youngest one “Tati Basti” being about 17 years old and the oldest one being about 30 years old. Shanti palli and Sala sahi were one of the oldest settlements. The residents of the kargil basti mentioned that they had been resettled by the Government, and had patta for 99 years, however there was no documentation to that accord available with them .Refugee colony was settled on “Railway land” and Jharna Basti was settled on Airport land. In Shastrinagar, the people had Patta for thirty years. In some of the slums, residents had tokens which were issued by the general administration. However, the purpose of the token was not very clear, to the residents. When MHT tried to clarify with the Government, there was no knowledge about the token within the administrative systems. In Shanti palli the dwellers were settled by the “Central Commercial Industry of India”. Most sales of land and housing in communities were undertaken by “Power of Attorney’s and plain pieces of paper. One important thing that came across was that most slums had a committee whose buy in was necessary before any sale had to made informally in the slums. Sitanath nagar, specifically is on the forest land .The original residents have now moved five times and are right on the top of a hill since a lot of poor informal families have been settled with pattas in the foot of the hills.



Token given by the govt a) Laxminagar b) Sitanath Nagar, Bhubaneswar

B. Identity as Citizens

Most residents in all the slums had voter cards. Most also had the ration cards issued to them for accessing the support from the Government public distribution system. People were also aware about the issuance of “Aadhar Card” and “BPL Cards”. Camps were held in municipal schools and the ward level offices of the municipal corporation, which the people were aware of and took the benefit of those camps as and when required.

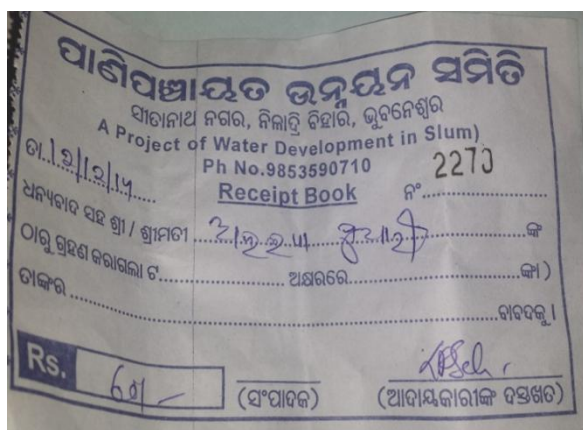
C. Status of Services

WATER:

In Shastrinagar and Refugee Colony, households had piped water supply. Shastrinagar residents had taken the water by paying a fee to the Government under the water connection scheme of the ‘public health engineering department.’ The residents of refugee colony had taken illegal piped supply earlier, and later regularised it by paying a fee. In Sitanathnagar, an NGO called world vision had intervened and had provided piped water supply through boring. Similarly in kargil basti there was a boring combined with a hand-pump for water supply. In these slums residents were paying Rs 60 and Rs. 150 respectively for availing the water supply. In Tati Basti there were four hand pumps between few households and there was no need as the number of households was less. However in Saala sahi, Shantipalli and Jharnabasti , there was a need for easy access to water supply. In Jharna basti people crossed the road to collect water from a single stand post. In Shantipalli there was a standpost between 30 to 40 households and a government tube well, where the pressure was insufficient. In these Bastis they were ready to take a loan and get the water supply. MHT had also intervened and discussed with the PHED for providing water under the temporary water supply scheme in Bhubaneswar. An initial willingness was shown by the department which needs to be further explored by Road.



Individual water connection in Shastrinagar



Receipt of the Water bill



Community water tap by BMC
in Shantipalli

TOILETS:

Most of the slums did not have household level toilets. In Tati basti, all the households used common toilets. In Jharna basti only 13 households had toilets, the rest used the railway-line for open defecation. In Kargil basti, all of them had toilets except the rentees, who walked 200 to 500 meters to defecate in the open. In shantipalli 3 common toilets were being used by 300 people. In Sitanathnagar, toilets were made by World Vision NGO for free. Most toilets were either connected to a “Nala” or they had soak pits. Residents were paying up to 1000 rupees to the Bhubaneswar Municipal Corporation (BMC) to clean the soak pits.



Toilet connected to sewer line in Sitanath Nagar , Bhubaneswar



Toilet with soak pit Refugee colony , Bhubaneswar

WATER DISPOSAL:

Tati basti did not have any drain at all, since it was situated between two formal colonies. Jharna basti had an open nallah, which was not cleaned or maintained by the residents. In Shantipalli people used personal pumps to lift the sewage and discard it to the main open nallah. They contribute a1000 rupees a month towards that. Kargil basti proudly said that they had a closed sewage installed which however was connected to an open nallah, since the city did not have any closed sewage system. Most residents in the slum also had an open pit outside their houses where the daily water was drained and collected. When filled up, it was manually collected and disposed off mostly by the women outside the basti. In Saala sahi people had contributed 5000 rupees to get an open drain installed. For cleaning the drain they were contributing 50 rupees a month.



Photograph shows how water source, toilet and drainage disposal are adjacent to each other-encouraging contamination in Shantipalli , Bhubaneswar

ELECTRICITY:

Most households in the slum bastis had electricity connection except the ones in Tati basti, where they were afraid of eviction. Rentees in all bastis although did not have connection and

were drawing the electricity supply from the households which were legally connected. The one time connection cost for a legal supply meter for the non BPL households was 6000 rupees. For the BPL households it was 2200 rupees .Every day, the supply was suspended for one to two hours by the Government. The bi-monthly bill ranged from 400 rupees to as high as 1000 rupees depending upon the usage. The connections were secured using the documentations like voter card, aadhar card; ration card etc. in some slums the charges for the illegal connection was 50 rupees a point. (Meaning for one bulb you pay 50 rupees.)

STREET LIGHT AND PAVED ROADS:

Street lights and paved roads are mostly the functions of an elected councillor in the case of slums. Likewise in Bhubaneswar, the administrative system did not have any special budget allocated for these services in slums. It was left to the onus of the elected representative to undertake these facilities in the slums. Except for Shastrinagar, where the street lights and paved roads were done by the municipal corporation, these services were lacking in most slums. Roads were either kuchha or only partly paved. In kargil basti there was no street light or roads at all, since it was on government land. In Saala sahi there was one street light between 150-200 households with the road done only with murrum. In Tati basti the councillor did not have any further access to budgetary allocations to be able to invest in the slum. Thus most settlements lacked these services in adequacy.



Roads in Shantipalli,
Bhubaneswar

SOLID WASTE MANAGEMENT:

There are mixed responses on the generation and the collection of solid waste management. In slums like Shastrinagar where residents were recognised, the waste collection was very

organised and happened daily. The people were aware of the fact that the collection was outsourced to “Jagruti” contractors and they did not have any complaints about the service. In Saalasahi the community themselves had contributed to put up for the dustbins in the area. In Tati basti no collection was being undertaken. In most of the other slums, the community made local dumps of the solid waste in designated localities across the slums ,were the collection was done by the municipality for free. However they were not satisfied by the collection frequencies which were very irregular, some reported three days a month while the others reported once a month.



Solid-waste management in Refugee Colony

HOUSING –SAVINGS AND CREDIT:

In most of the slums the housing was a mixed of kuccha – semipucca. All the slum pockets were surveyed under the Rajiv Awaas Yojana, and the communities were aware of it. Slums like Tati basti and Jharna basti were ready to relocate given a good option. In Saalasahi women said that they would be ready to relocate only if tenement kind of housing was designed by the Government for them. In refugee colony, the houses which were particularly on the railway line were made only of tin sheets and most of them were ready to shift if given a legal title to the alternative accommodation. The kargil basti however categorically denied shifting since they said that the Government had resettled them in the current locality. In two of these slums “Road” had already organised the self help groups (Shanti palli and Shastrinagar).In kargil basti also there was an ongoing self help group where people were saving Rs. 300 a month. There were several microfinance options available, with the most prevalent being SKS microfinance. Others like “Adhikar”, ”Ujjivan”, Sarvodaya” were also present. However the usual finance available from these was only for livelihoods, not tuned to the needs of housing improvements .The rates were around 24-26% per annum. However in the slum settlement Saala Sahi the self help group is more organised and is lending to the tune of 20,000-30,000 rupees for housing improvements.

SHORT TERM INTERVENTIONS:

Water and sanitation in most slums is seen as the immediate need of the slum dwellers. In Shantipalli people were ready to take loans for water connections or pumps. That could be explored immediately. In Jharna basti the same could be explored as access to water was a big issue. For the purpose of the solid waste management collection, women's groups could be organised, with training and capacity building inputs to exert pressure on the collection systems of the Government to enable better and effective functioning.

MEDIUM TERM INTERVENTION:

Open defecation was a very prevalent phenomenon in the slums of Bhubaneswar. In lieu of the "Swachh Bharat Abhiyaan" in India by the Government, a campaign could be initiated at the city level for provisioning of toilets. Community based organisations could be very easily formulated where road has SHGs. They could take up the issue of the toilets directly with the authorities. The MHT team has discussed with the authorities for providing water connections at the door step of the poor households under the temporary water connection scheme of the PHED in Bhubaneswar. The discussions were positive.

Although the demand for legal electricity supply was very low, due to low cost of pilfered electricity, that could be one of the initiatives for which the community should be mobilised. An implementation of the Ray scheme was proposed. Many of the slums studied had shown a willingness to relocate. Probability of their inclusion in the "RAY" programme should be discussed. This was since all the programmes under "RAY" in Bhubaneswar were for relocation. Housing Finance could be explored as one option, for incremental housing, for slums without a probability of relocation.

LONG TERM INTERVENTION:

In wake of the "Swachh Bharat Abhiyaan" a campaign could be started at Bhubaneswar for access to water and sanitation irrespective of the status of land. These should be considered as a basic entitlement for the poor.

Dialogue should be started with the Government for working in the "Housing for all" programme by the new Government of India and allocating funds for insitu upgradation especially in slums where the thirty year patta has been allocated.

Annexure 1: Meeting with Nepal Government Officials

- ❖ Local Development Officer, Kathmandu
- ❖ Housing Engineer, Kathmandu
- ❖ Municipality Head, Bhaktipur
- ❖ Meeting with Kathmandu Khan Pan Office
- ❖ Head Local Development Officer, Lalitpur
- ❖ Kathmandu Valley Development Authority

Annexure 2: Meeting with Government Officials of Bhubaneswar

- ❖ Assistant Commissioner, Bhubaneswar Municipal Corporation (BMC)
- ❖ Slum Improvement Project Office, BMC
- ❖ Assistant Engineer, Public Health Engineering Department (PHED)
- ❖ City Ray officer
- ❖ Environment Officer, BMC
- ❖ Orissa Water Supply & Sewerage Board
- ❖ City Health Department

Annexure 3: Focus Group Discussion Interview Form

Team organizing FGD:

Name of slum:

Address:

Ward No.:

Name of zone:

Population of slum (approx.):

Type of land:

Theme 1: Land tenure and community history

1. When was the community established? How was it established?
2. Did you purchase the land you live on?
3. Who owned the land before this community settled here?
4. Do you have a document that says you are the owner of the land you live on? If so, what kind?
5. (If no or informal/non-legal property document) Did you negotiate an agreement with the land owner/local people? (Find out details: with whom the agreement was made, how it was formed, the current status of the agreement they went in agreement)
6. If you have to sell your house or give it on rent, then how would you do so?
7. Could I move into this community if I wanted to? How would I secure land? How would I build a house?
8. Has there ever been a rumor of eviction? What about a rumor about formalizing/regularizing land title (if land title is not formal)? Which government agency was rumored to be planning this?

Theme 2: Identification

1. Do you have voter ID/ration card/adhaar card/ unique id card?
 - a. Are these ID cards issued with the city/state address where they are living? If not, where are they registered?
2. How could I get one of these if lived in this community? Which agency would I go to? Is it easy or difficult?
3. Does anyone come to the community for enumeration during the census? Has someone from any other government agency ever come to do surveying?

Theme 3: Participation and representation

1. Who is the: Councilor? MLA? MP?
2. Do you ever get the chance to interact with these representatives? Is any there any common platform like jansabha, where they all can interact with their representative collectively?
3. Have you ever heard of any government schemes?
4. (If yes to any schemes) Has anything for these schemes been implemented in your community?
5. Do you know about the City Development Plan? If so, what is it for?

Theme 4: Governance

1. When community faces a problem, which community member(s) usually takes the initiative to solve it? Is there anyone who usually talks with the government or people from the municipality?
2. Is there any common group which looks after the problems of community? If yes, then how did this group form? When and how often do they meet?
3. Has that group, or any group, ever collectively tried to solve a community problem? What was their level of success?
4. Does the community have any groups that people formed themselves. For instance, a mahila mandal for women or chit fund group? (For both men and women) if yes then:
 - a. What are they?
 - b. What functions they perform?
 - c. Who all are the members of the organization?
5. Are there ever any public gatherings for the whole community? (Could be for any purpose, like during a festival or for discussing a problem)?

Theme 5: Services / provisions

Water:

1. From where do you get water:
 - a. for drinking purpose?
 - b. for non-drinking purposes?
2. Do you pay for water? If so, how much?
3. If the source of water is
 - a. Hand water pumps, are there any govt schemes to install it?
 - b. Stand post, one stand post is shared by how many houses? What is the duration of water supply?
4. Is there any subsidy for water connection?
5. Do you the process for water connection? If yes, what is it?
6. Do you pay for water? If yes, how much?
7. Are there arguments for water?
8. Is the water portable? If not, what are the issues?
9. Do you pay any bill for water? (If yes , photocopy must be taken)

Electricity:

1. (If electricity is observed) How do you access electricity? Who provides it? (Government/ Private)
2. Is there any subsidy for electricity connection?
3. Is the electricity regular? How often is there a power cut?
4. Do you have to pay for the electricity? If yes then whom do you pay and how much?
5. If I built a new house, how would I secure a new electricity connection?

Toilets:

1. Are there community toilets? Are there other community spaces?
2. How many people in this community have private toilets? Are they usually inside or outside the house?
3. If any public toilet is there, then:
 - a. Can all the members of the community use the toilets?
 - b. Who maintains the toilet block?
 - c. Do they have to pay a fee for using the facility?
4. If there is a private toilet, how frequently is the soak pit cleaned? Fees?
5. Individuals from the community go for open defecation? If yes, where do they go or how much is the distance?
6. Is there any subsidy for toilet construction?

Street lights:

1. Are there street lights in working condition?
2. Does the municipality provide street light to the slum? If yes, then how?
3. What are the maintenance issues for it? Which department has to be complained for any issues?
4. If there is some kind of security or safety issue (a fight or a gang), to whom would you go?

Paved road:

1. Status of road inside the slum?
2. Does the ward councilor have budget for roads of the slum?

Drains:

1. Open/ closed drains?
2. Does the settlement have city-maintained roads or drains? What is their condition?
3. How are they maintained? Is there any fee for it?

Solid-waste:

1. Where do you dump solid-waste?
2. Is it collected by the municipality?
3. How is solid waste collected or dealt with? If collected, how often? Do you have to pay for the service?

Housing/ construction:

1. Slum has how many Pukka, semi-pukka, kaccha houses?
2. Are you willing to relocate if provided with house in your name and with good facilities?
3. If I wanted to build a home in this community, what would the process be? Would I hire someone? Where would I get materials from? (step by step)

4. For those who have built a home or done some kind of renovation work, how did you manage to finance it?
 - a. (If through loan) What was the source of the loan and what was its interest rate/payback period?
 - b. (If through government schemes) Which schemes did you avail? How?

General services:

1. Are there any govt norms for availing any of the aforementioned services?
2. Is there provision of loan for water and sanitation? Duration and how much?
3. Who provides you the loan? Is there any need?

Theme 6: Livelihoods

1. What are the major occupations of household earners in community?
2. On average, how many in a family go for work?
3. Is anyone in the community employed in a salaried job?
4. What home-based work do people in the community do? Are these traditional kinds of work?
 - a. If not traditional, how did people start doing this work?
5. Do people use public space for carrying their work?
6. How commonly do women in the community work? What type work is done by the women?
7. How do people here feel about women working?
 - a. Does it increase women's status in the family?
 - b. Do women face any kind of problem while working? Are they supported by family members?
 - c. Do women choose to work or do their families make the decision?
8. Do young people (ask as per age group (<15, 15-20) also go for work? What kind of work they do?
 - a. Do they have to leave school early to support their families?
9. Do any young people go for 'skilling' programs? If so, which ones? Are they effective at training people and helping them secure employment?
10. On average, how much the family earn monthly?
11. Are people here able to save? If yes then how? Through a SHG, micro finance organization, bank?