

Access to Urban Basic Services in the 'Muslim Localities' of Delhi

FINDINGS

- Most of these localities in Delhi are middle and lower middle class. Some upper class people can be found too, as they find living in Muslim majority areas better from the security point of view.
- The density of population is usually very high in these settlements. Real estate prices are high in Muslim localities, and because of congestion, there is tendency of vertical expansion of the buildings, there being no space available for horizontal expansion. The help of relatives is usually sought for getting accommodation, which reflects in closely knitted families living in the neighborhoods' these aspects of Muslim life also affect education in a big way. Due to the constraints of space, there are much less number of schools, especially in Old Delhi.
- Families especially in Old Delhi (also, in Seelampur) are of small entrepreneurs having their own karkhanas on the ground floor and residences on the first-floor. Young boys, often drop outs from schools may also be found sitting around in the neighborhood.
- Most of these men work from home. Muslims of middle class and upper class are attending the private English medium schools. People belonging to lower economic strata would also prefer to send their wards to English medium schools, but are not able to do so due to financial constraints. These children tend to attend the government schools.
- Muslim localities in Urban India are often the most backward, congested and derelict areas.
- Among the Muslim population in the city of Delhi there also exists a widespread perception, of discrimination and neglect by the various agencies of the MCD and Government of Delhi regarding provision of basic urban services in the Muslim majority localities.

- Localities like Jama Masjid in Central Delhi, Jamia Nagar, Okhla, Shaheen Bagh, and Zakir Nagar in South Delhi, and Jaffrabad, Seelampur, Karawal Nagar, Babu Nagar, Kanti Nagar, Welcome Colony, Mustafabad, Kacchi Khajuri, and Hauz Rani in East Delhi, are continuing to stagnate in slum like conditions, deprived of urban basic services and growing density of population.
- The basic urban services of decent public transport, dispensaries, schools, parks, petrol pumps, gas agencies, banks apart, even the basic urban services like supply of potable water, minimum housing, garbage collection by MCD employees, regular cleaning of closed/open drains has not been made available in these localities, leading to filth, stink and disease.
- The situation is even worse in areas which are '*exclusive Muslim pockets*'. The unfortunate condition of systematic deprivation of these Muslim concentrated pockets is compounded by absence of enforcement of rules and regulations, by the government agencies and municipal bodies regarding, traffic management and regulation of construction activities. The signs of deprivation in Muslim concentration pockets in the city are visible almost everywhere.

Education

- Almost all the people interviewed complained about the lack of government schools in their localities. They all wanted more government schools with better facilities. Since, the schools in these localities have students from nearby areas only, (i.e. mostly Muslims); these children have no interaction with the kids of other communities. Thus, enthusiasm for good English medium secular education can be seen amongst the middle class Muslim residents of the area. .
- Many parents reported facing discrimination and visible hostility from teachers and school authorities, while trying to seek admission for their children in private and government schools. The families complained that despite meeting several criteria such as income, proximity to place of residence, educational background of both parents, their children were denied admission on flimsy grounds in these schools.

Water

- In Okhla & Zakir Nagar- Due to non-availability of water supply facility, water crisis has aggravated and the inhabitants are forced to purchase water. All the respondents talked about the water scarcity (even 2 hrs. of water supply each day, is considered a luxury), the expenses involved in purchasing drinking water and the marked difference in water supply vis-à-vis New Friends colony which shares its boundaries with Jamia Nagar. All neighboring areas get water from the Sonia Vihar pipeline, but here people need to purchase drinking water.
- Only 56% respondents have access to tap water and a substantial portion i.e. 44% population does not have access to tap water.

Sanitation and Cleanliness

- According to 88 percent responded toilet facilities available at their home. This is not surprising given the fact that toilets facilities are essentially due to individual efforts without any government support.
- A large majority of respondents i.e. 63 % have no sewage facilities in these wards.
- Only 5 % respondents have stated that they are satisfied with the functioning of sewage system.
- 68 % have responded by saying that they are very unsatisfactory with the drainage system.
- 79 % respondents said that there is need for repair and new installation of drains whereas 21% have not given their opinion on the issue.
- 83% respondents said that the position of garbage cleaning is very unsatisfactory in their localities. Only a tiny population of 6 percent has stated its satisfaction.
- 81% respondents said that public conveniences like urinals and toilets do not exist in their localities.

Other essential services

- 69% respondents said that there are no community centres accessible to them in their area of living.
- There is virtual absence of public libraries in most of the areas. Only 9% respondents have stated positively about the availability of public libraries.
- 48% respondents stated that bus routes are not sufficient to meet their commuting requirements.
- Only 5% percent responded have reported the availability of banks in their localities as sufficient and 68 percent responded have stated as very few. Though it was noted during the survey that several ATMs have been established in these colonies recently but hardly any banking facility is available which badly affects the business activities.
- 17% respondents said that Post Offices are available in their localities whereas 35% respondents have reported absence of post offices.

Entitlements and social welfare

- Only 13% respondents have stated to be BPL Households.
- Only 68% people are aware of National Old Age Pension Scheme and only 19% have actually benefitted from it.
- Only 11% respondents have benefitted from Laadli scheme whereas awareness level is 56%.
- Only 14% respondent have reportedly benefitted from National Maternity Benefit Scheme.
- A visit to Shaheen Bagh, a large and densely populated Muslim locality in in Okhla constituency was revealing in this context. This turned out to be is highly neglected area in terms of availability of civic amenities like, drinking water, roads, schools and hospitals. 25 years on, and they are living without pucca roads and drinking water facility. With no roads, there is no drainage system, making the area a big drain or pond of garbage in rainy season. Interestingly Shaheen Bagh is surrounded by deep long drain from both sides yet there is no proper

drainage system inside the locality connecting the lanes and by lanes of the locality to the main outfall drain or pond.

- The colonies in Okhla like Shaheeen Bagh, Abul Fazal Enclave and Batla House are expanding in a haphazard manner and reflect the unplanned urban sprawl in the city due to the compulsions of the disadvantaged Muslim population. The authorities have not ensured proper civic amenities, facilities and services. Air and water quality has been deteriorating rapidly in these areas because of increasing pollution, making the city gradually inhabitable. If proper measures are not taken to immediately improve the living conditions, it may not even be a livable place in not too distant a future.
- Residents in Okhla stated that the lack of urban basic services in the entire area had made the living conditions inhabitable for the residents. In this era of 21st century when the man has explored new avenues of development and scientific achievements, the inhabitants of this area are still deprived of basic facilities like drinking water supply and graveyard. “This place is a civic disaster, every time it rains we have to wade through sewage water, and no government body ever removes the garbage or sweeps the roads. And only when disaster strikes the government wakes up to the fact that we exist. Only after Dengue became a virtual epidemic did the MCD wake up, otherwise they would just defog the main road and leave.” said Mohd Haneef living in Jogabai Extension.

Education and Schools in FGD

The basic education facilities within the area are very inadequate compared to the needs of the large population. The neighborhood has only three Municipal Corporation run primary schools (Batla House, Okhla and Block D, Abul Fazal) and two Government Senior Secondary Schools. The number is clearly inadequate in light of the population, especially given that large segment of the population belongs to poor families. However for higher education, Jamia Millia Islamia University is definitely an advantage

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Okhla though is full of schools, but these schools lack basic facilities like playgrounds, big spacious classrooms, etc. Most of the schools found in Okhla are all private schools lacking recognition (often till primary) and are mostly Muslim majority schools. They facilitate education for children, as the distance' factor favors them, and helps parents to send their children to a nearby school.

In Babu Nagar, Kranti Nagar and Janta Colony, Muslim pocket near Seelampur people are mostly laborers, and so need earning hands as early as possible and thus very few send their children to school," says Mr. Khaliq Ahmad, a hardware merchant. After primary schooling, few parents send their children to high school or senior secondary school that are in Yamuna Vihar, a Hindu-dominated area on the other side of Mustafabad.

Sanitation and Drainage: FGD.

- Residents of the Jama Masjid area complained that debris, drains and garbage was not being cleared on a regular basis from lanes and bylanes. With rain lashing the city, piles of garbage on potholed and caved-in roads in several parts, is flowing into the drains with rainwater and choking the drains.

- Unclean roads as well as garbage are lying unattended at dumping yards and overflowing, from dustbins, which has become a common sight.
- In Jamia Nagar lack of cleanliness, non-clearance of garbage and open overflowing drains are common sight. During rains, the situation gets worse as all the dirt and filth starts floating around.

Perceptions of the causes of neglect

- Residents pointed out to the situation of neglect in water supply, sewage disposal, cleanliness of roads and insufficient number of educational health and recreation facilities in Muslim Concentrated areas including Jamia Nagar.
- Another major grievance is erratic Electric supply and frequent load shedding in these areas.
- In terms of access to health care, there is only one private run hospital catering to the entire population of Okhla. In this facility, most of the respondents commented on the huge overcrowding and rush and and derogatory treatment by the staff with the residents of the area. .

Ward –Wise Expenditure: Some Findings

The part C of the report pertains to pattern of government expenditure on provision of civic infrastructure. The basic purpose of this part is to understand what kind of development has taken place and in which areas. According to information available at Delhi government website, following work have been undertaken in various wards of different Municipal Corporation. This data provides information about expenditure in Municipal Wards covered in the survey

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The findings are as under: The Tables with regard to below findings are placed in Annexure I

- According to Table 1, the total eleven projects have been undertaken by SMCD amounting to Rs. 261.84 lacs in four Municipal Wards. However none of these Wards contains Muslim much population though Ward number 54 is represented by a Muslim Counselor.
- According to Table 2 , Work has been undertaken for Rs. 66.03 lac in Ward number 156 of SMCD not falling in Muslim Counselor category
- According to Table 3, work undertaken for Rs.461.86 lacs in two wards. None of these falls in Muslim Counselor category
- According to Table 4 out of 31 works undertaken in 11 Municipal Wards for Rs. 355.30 lac rupees only 1 ward falls in Muslim category. Even in this case work has been done around Escort Hospital, far away from Muslim concentration.
- Table 5 reveals that nine work have been undertaken in six Municipal Wards of SMCD for Rs. 295.21 lacs none of which fall in Muslim Counselor category

- Table 6 reveals work undertaken in three Municipal Wards of SMCD for Rs. 1293.26 lac. None of the Wards fall in Muslim Counselor category.
- Table 7 reveals that work undertaken in two Municipal wards of SMCD for Rs. 691.12 lacs. None of the Wards fall in Muslim Counselor Category.
- Table 8 reveals that work undertaken in 9 Municipal Wards for an amount of Rs. 447.73 lacs. None of the Wards fall in Muslim Counselor Category.
- Table 9 reveals that 55 work undertaken in 5 Municipal Wards of SMCD for an amount of Rs.3325.64 lac. None of the Wards fall in Muslim Counselor Category.
- Table 10 reveals 2 works undertaken in 2 Municipal Wards of SMCD for an amount of Rs. 217.54 lacs. None of the Wards fall in Muslim Counselor Category.
- Table 11 reveals 268 works undertaken in 10 Municipal Wards for an amount of Rs. 2026.83 lacs. None of the Wards fall in Muslim Counselor Category.
- Table 12 reveals 125 works undertaken in 8 Municipal Wards of SMCD for an amount of Rs.877.43 lac. None of the Wards fall in Muslim Counselor Category.
- Table 13 reveals 249 works undertaken in 13 Municipal Wards of SMCD for an amount of Rs.1414.92 lac. None of the Wards fall in Muslim Counselor Category
- Table 14 reveals 165 works undertaken in 44 Municipal wards of SMCD for Rs. 16070 lacs. None of the Wards fall in Muslim Counselor Category
- Table 15 reveals 13 works undertaken in 2 Municipal Wards of SMCD for an amount of Rs. 54.34 lacs. None of the Wards fall in Muslim Counselor Category.
- Table 16 reveals 165work undertaken in 44 Municipal wards of NMCD for Rs. 16070 lacs. None of the Wards fall in Muslim Counselor Category.
- Table 17 reveals 40 works undertaken in 23 Municipal wards of NMCD for Rs. 17432.78 lacs. None of the Wards fall in Muslim Counselor Category.
- Table 18 reveals 40 works undertaken in 23 Municipal wards of NMCD for Rs. 17432.78 lac. None of the Wards fall in Muslim Counselor Category.
- Table 19 reveals 137 works undertaken in 22 Municipal Wards of NMCD for an amount of Rs. 902.49 lacs. None of the Wards fall in Muslim Counselor Category.
- Table 20 reveals 52 works undertaken in 14 Municipal Wards of NMCD for an amount of Rs. 705.28 lacs. None of the Wards fall in Muslim Counselor Category.

- Table 21 reveals 682 works undertaken in 69 Municipal Wards of NMCD for an amount of Rs. 6936.42 lacs. Only 1 Ward (86) falls in Muslim Counselor Category having an expenditure of Rs. 20.79 lacs only.
- Table 22 reveals 13 works undertaken in 2 Municipal Wards of NMCD for an amount of Rs. 54.34 lacs. None of the Wards fall in Muslim Counselor Category.
- Table 23 reveals 13 works undertaken in 22 Municipal Wards of NMCD for an amount of Rs. 233.35 lacs. None of the Wards fall in Muslim Counselor Category.
- Table 24 reveals 34 works undertaken in 4 Municipal Wards of NMCD for an amount of Rs. 337.87 lacs. None of the Wards fall in Muslim Counselor Category.
- Table 25 reveals 34 works undertaken in 71 Municipal Wards for an amount of Rs. 1526.08 lacs. None of the Wards fall in Muslim Counselor Category.
- Table 26 reveals 46 works undertaken in 11 Municipal Wards for an amount of Rs. 257.37 lacs. None of the Wards fall in Muslim Counselor Category.
- Table 27 reveals 79 works undertaken in 17 Municipal Wards for an amount of Rs. 842.71 lacs. None of the Wards fall in Muslim Counselor Category.
- Table 28 reveals 8 works undertaken in 3 Municipal Wards for an amount of Rs. 206.39 lacs. None of the Wards fall in Muslim Counselor Category.
- Table 29 reveals 22 works undertaken in 10 Municipal Wards for an amount of Rs. 147.25 lac. None of the Wards fall in Muslim Counselor Category.
- Table 30 reveals 23 works undertaken in 16 Municipal Wards for an amount of Rs. 1733.52 .37 lac. None of the Wards fall in Muslim Counselor Category.
- Table 31 reveals 53 works undertaken in 21 Municipal Wards for an amount of Rs. 1014.68 lac. None of the Wards fall in Muslim Counselor Category.

Part D : Expenditure on Unauthorised Colonies

- An issue which emerged during the process of this project was related to unauthorized status of most of the Municipal Wards currently being represented by Muslim Counselors. Most of these colonies like Abul Fazal Enclave, Shaheen Bagh, Zakir Nagar, Mustafabad, Jafrabad, Seelampur, Chauhan Bangar, Babu Nagar, Kacchi Khajuri, Kranti Nagar came into existence on privately owned

agriculture land in violation of Master Plan, they are not taken into account while planning the developmental activities.

- However, since a huge population lives in these colonies, government slowly started providing civic amenities in these colonies too and set up Unauthorised Colonies Development Board under Department of Urban Development and has undertaken following development work as per information available on the website of Delhi Government, Department of Urban Development
- Out of 214 unauthorized colonies where developmental work has been undertaken, not a single Muslim Colony appears. The amount spent in each colony may not be substantial but as a matter of principle it smacks of bias and discrimination.