

# Urban Studio

## Govandi Station Road



Akshay Jyot Ratnoo (M2014UPG001)

Animesh Mishra (M2014UPG002)

Apula Singh (M2014UPG004)

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## INTRODUCTION

Streets form a crucial part of a city and define how the city develops. But how a street develops involves negotiations on political, economic and social grounds.

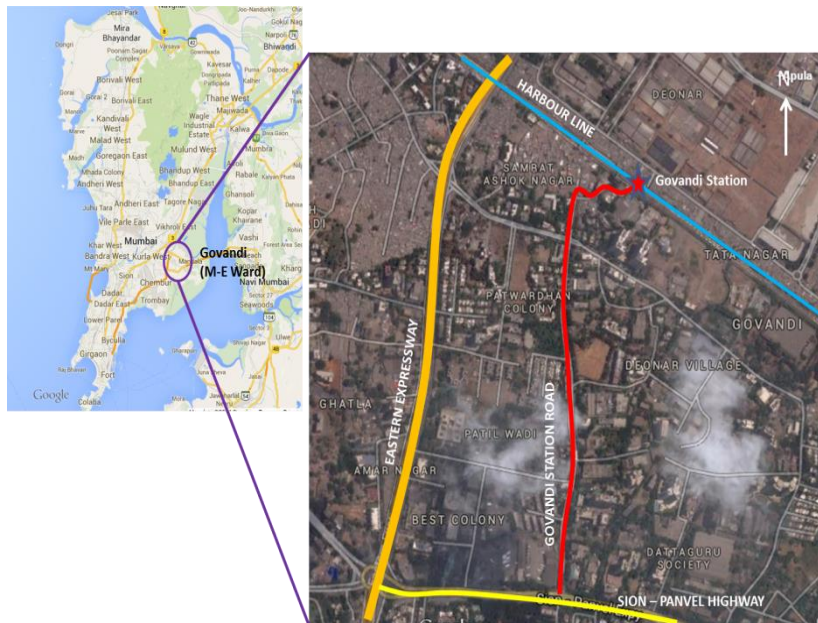
Streets determine the access to resources for many and act as an indispensable link in connecting lives and sustaining livelihoods.

In our Field Project, we will be studying different aspects of how streets define urban spaces. We have applied these lenses while studying the Govandi Station Road.

## Govandi Station Road

The road is roughly 1.2km, extending from the traffic signal at The Gateway School of Mumbai on Sion-Panvel Expressway to Govandi Station on the Harbour Line of the Mumbai Suburban Railway.

Govandi Station Road lies in the suburban neighbourhood of Govandi in eastern Mumbai. This falls under the administrative ward M/East.



It might seem like an ordinary 1.2km stretch but it is an important feeder road. It connects the Harbour line (CST bound) to the Sion-Panvel highway. It also has close proximity to the Eastern Freeway. So the street can be seen as connecting many places across Mumbai and even other neighbouring areas.

## Rationale

On conducting preliminary research, the following three issues were highlighted.

- There is a visible lack of interest among authorities in developing the area
- Different stakeholders arrangements have come up to fill the gaps in service delivery
- We could see stark differences in maintenance of different segments of the street

## Research Objective

In light of the above points, we decided to look at “How is the presence and / or absence of different Governance Mechanisms defining the street space?” We applied the following lens to analyse the broader objective:

- 1) Street infrastructure
- 2) Presence of Intermediary Public Transport (Auto-Rickshaws)
- 3) Stakeholder arrangements

## Methodology

The method of study chosen by us was primarily qualitative in nature with interviews as the major tool of data collection. To find out the history of the street and the changes in land use around it, we took informal interviews of shopkeepers, auto-rickshaw drivers and residents. We also spoke to the area's Ex-Corporator to gain an understanding of the area's development trajectory and other governance issues. Google Earth has been used for mapping land use changes as well as activity mapping at different points during different times of the day. Study of land use was undertaken using Development Plan 1991 and the Existing Land Use plan.

Thus, we used literature study, on-site data collection by observation, structured and unstructured interviewing, and photographic documentation to capture the essence of the street.

## Literature Review

Two papers written by Embarq India were studied to understand the state of Intermediary Public Transport in Mumbai and the concept of Transit-Oriented Development, which is proposed by the National Urban Transport Policy for revamping areas around modes of transport (in our case, the Govandi station).

The following points were significant:

- 1) EmbarqIndia Hub: A Case Study of the Auto-rickshaw sector in Mumbai (May 2013)
  - a. Auto-rickshaws provide door-to-door service and act as a feeder mode to public transit, with 9% of train commuters using rickshaws to access the stations
  - b. Auto-rickshaws, by law, are relegated to Suburban Mumbai, with Bandra and Sion being the southernmost neighbourhoods where auto-rickshaws can ply, while the northern boundaries of operation are the limits of the Mumbai Metropolitan Region (MMR).
  - c. According to the Motor Transport Statistics of Maharashtra 2010-2011, there were 108,715 auto-rickshaws on the road in Greater Mumbai as of March 2011.
  - d. High demand locations for auto-rickshaw usage include all train stations on all three lines as auto-rickshaws supplement walking and bus service as a feeder mode to suburban rail. Other frequented areas are hospitals, malls, office buildings and recreational areas
  - e. 80% of drivers surveyed were found to rent their vehicle while only 20% own their vehicle. This contributes profoundly to the economics of auto-rickshaws
- 2) EmbarqIndia Hub: Rethinking Off Street Parking Regulations Around Station Areas In Mumbai
  - a. Transit Oriented Development (TOD) refers to residential and commercial centers designed to maximize access by transit and non-motorized transportation and other features to encourage transit ridership.
  - b. It is a compact high-density mixed-use development designed / clustered around new or existing public transit stations or corridors which provide housing, employment, entertainment, and civic functions within the walking distance.
  - c. This model has been proposed in Mumbai Development Plan 2014-34 to develop areas around the train stations.

## STREET INFRASTRUCTURE

This theme studies the development trajectory of the Govandi Station Road over the years, in terms of its composition, the evolution of land uses around the street and the current features of the street. We also look here at some of the soft infrastructure aspects as they occupy the carriageway of the street.

### Historical Evolution

In 1960s the area was covered with paddy farms. The street in those years was a narrow 15 feet kuchcha road passing through the village.

In 1970s the street was laid with stone / gitti. Also till this time, there was a well next to the street at the signal of Narayan Gajanan Acharya Marg.

In 1990s the tar road was laid and people believe the area started developing from a village to being a part of the city.

In 2008 the road was changed to a cemented one and widened to 60 feet, including the paver block segment and pavements.

### Changes in Land Use

We looked at the Development Plan 1991 and the Existing Land Use to see what changes have occurred in the area.



The DP 1991 had categorized the entire right side of the street as an industrial zone, with 2 plots showing commercial and a park. The left side starts with the Deonar BEST Depot and mainly consists of a residential zone. Near the station, there is Govandi Terminus and rest of the area is mostly *gaothan*. Looking at the Existing Land Use, we see deviations from the DP 1991. Along the right side, a lot of the area is commercial, residential and two educational institutes. When we asked the Ex-Corporator about this

anomaly, we were told that the industrial zone was removed from this area in 2009 only and the new Development plan being made will show this change, recognizing this area as commercial and residential.

### Present features of the street

For better understanding of the street features and to show differences along the street, we have divided the street into 2 segments:

- Segment 1: It is a 1km stretch starting from the traffic signal at Sion-Panvel highway till the traffic signal on Narayan Gajanan Acharya Marg. It has a 28 feet wide cemented road, along with 10 feet wide paver block stretch on each side of the road. Then there's roughly a 6 feet wide irregular, pavement on both sides. The segment also has dividers coming up on the cemented part, in some places.
- Segment 2: It is a 200m stretch starting from the traffic signal till the Govandi station. This segment is primarily the station area. The width of the street is roughly 40 feet.

## Street Infrastructure

Features	Segment 1	Segment 2
Composition	Carriage way of Cement + Paver Block	100m – Cement Road + Paver Block (Paver block is encroached) 100m – Tar Road
Length and width	Length: 1km, Width: 60ft	Length: 200m, Width: 40ft
Dividers	Yes, being placed recently	No
Pavements	Yes, 6ft wide on each side	No
Hawkers	11 hawkers: Some movable fruit and vegetable vendors, some street food stalls. A few of them are even licensed	24 hawkers in just 200m stretch: Hawkers are present along the street, even using up the carriageway in many places
Street Light	20 street lights only on the right of the street (industrial zone in DP)	6 lights (3 on right side in the cemented road and there are 3 lights on the tar road, only on the left side)
Parking	Seen on paver block part of street	Ad-hoc; No allocated space
Shrines	1 shrine of Sai Baba, in front of Mahanagar Gas Ltd. (right off Sion-Panvel highway) and is seen as adding to congestion	1 shrine of Hanuman in the beginning of the road, near the shops

## Ex-Corporator's view

When we enquired about the width of the road in Segment 2, we were told it is due for development. There is a proposal for widening of the road but that will require that the shops along the street are pushed back and will need to give up some part of their shops. If the proposal is pushed on the people, people will go against the Corporator as everyone's shops are getting affected. So BMC isn't pushing for it.

Also, the Ex-Corporator said that the current Corporator is not maintaining roads. "If funds are given for 4 lanes, he makes 1 lane and embezzles the rest of the money." The Ex-Corporator also said that current Corporator is not making any new cement roads as funds for new cement road or maintenance of an existing one are sanctioned after 5 years, while funds for a paver block are given every 3 years. Since the current Corporator wants funds be sanctioned regularly, he's not thinking long-term and not undertaking development. There was even a feeling that if a cement road is built, there will be no work to do!

## PRESENCE OF INTERMEDIARY PUBLIC TRANSPORT

Here we take a look at the tussle between public transport, buses in particular, and auto-rickshaws as they compete for street space and the different services provided to both the groups.

### Findings

#### 1) Auto drivers

- a. Driver 1 - Ramraj Soni (Driver since 1984)
  - Not a union member. Owns the auto but has to pay Rs.5000-6000/month for bank loan. Just meeting minimum subsistence. If he's unable to pay loan, bank will take his permit and give to someone else for 3-6 years until his loan amount is repaid. "Aise hum to sadak pe bheekh maangenge."
  - Came to Bombay as a migrant to meet family needs. "ekbaar jisme aa gaye to usme hi rahenge. Chorh to wo sakta hai jiska koi background support ho. Hum to bhooke paet marr jaenge."
  - Services by the Government - "Maharashtra Sarkar kuch nai karti...Rickshaw and taxi mei 90% UP, Bihar wale hain. Maharashtra Sarkar inke bare mei kuch nai sochti..."
  - Main reason for people to come here? – station, bus depot, some residents also but only at specific times. The shopkeepers have their own cars, not using autos
- b. Driver 2 (at Runwal Center stand)
  - Not a union member. Was a member long time back of Ghatkopar Union but "koi mayine nai hai." If the police troubles us or permits needed then all the fine etc has to be paid by them only then no point in joining the union. Plus Rs60/month had to be paid to the union.
- c. Driver 3 (opposite public park)
  - A union member of Bombay Rickshaw Convention Union (for entire Mumbai). Office in Sindhi Society. Union is advantageous as can get away easily if police catches or other license issues.
- d. Driver 4 (at Mahanagar Gas Station)
  - Not a union member – only those with auto permits can be part of the union. He drives a rented rick and pays Rs.250 rent per day. After paying rent, earns Rs 600-700 and Rs350 goes in filling of gas. Parks auto near his house
- e. Driver 5 (at Mahanagar Gas Station)
  - Changes in road? – There weren't so many vehicles and buildings, "sunsan area tha." Earlier it was all an industrial area, now they have demolished and made bungalow-type buildings. Only one bus on this route since long and that Govandi depot is also for that one 93 bus only.
  - Services for auto drivers? – Main problem is that there is no toilet on this entire road. "Suvidha to koi bhi nai road pe. Aage yahan se BEST colony hai, wahan jaake dekho kitni gandagi hai."
  - Issues of congestion and traffic? – "Traffic aage signal pe hoti hai and govandi station pe jo rasta hai, wahan pe hamesha traffic hota hai." Road has not been widened because of legal and illegal shops all around it. No body uses the signal.



*“Police wala baaju mei bethta hai but kuch nai bolta hai...Main problem wo jo stall laga ke rakhte hain unse hi hai bas. Wo log kuch nai bolte hume.”*

## 2) BEST pravachak, Govandi Terminus

- Only one bus goes to the Terminus, number 93.
- Before 2pm, 93 goes to Upper House, after 2pm it goes to Mantralaya
- Bus stops at Deonar Depot also as this is only a Terminus i.e. the bus makes a turnover here
- Frequency of 35mins
- Number of passengers from the station are very less but more people get on board from the main road
- They face difficulty in taking out the bus. “Rickshaw jyada rehta hai. ek route aur bhadaega na agar yahan se to jagah hi nai hai. ek bus saamne se aaega, niklega hi nai.”
- They face problem because of kids playing in the Terminus area but they can’t stop them but take care that no accident happens
- There were 4 routes from here but says they got shut down since a year
- Face problems on the road due to the vendors also “hatane ka to wo municipal party kaam karegi”
- What changes are needed? – Trucks and tempo shouldn’t be allowed to park on the road. Autos should stay on the road sides. “Beech mei khada karta hai to bus ko aane mei problem hoti hai.”



## Comparing Services

### 1) Auto stands and Bus stops

The buses being part of the organized public transport sector enjoy the allocation of the Deonar Depot at the beginning of the Segment 1 and the Govandi Terminus at end of Segment 2. There are 3 bus stops on the street, all in segment 1.

In contrast to this, there are 2 formal auto stands and 2 informal auto stands. The formal auto stands are outside the Govandi Station and the Runwal Centre (Residential apartments). The informal auto stands are outside the BEST colony and near the NG Acharya traffic signal in Segment 2.

### 2) Toilet Provision

While the bus drivers use the Deonar depot and the Govandi terminus as resting areas, auto drivers have to use the public toilet at the Govandi station. Many of the auto drivers can also be seen relieving themselves along the street.

### 3) Eating areas

The bus drivers have a canteen facility at the Deonar Depot. On the other hand, a lot of the auto drivers living in nearby areas go home to eat lunch. Many of them also eat at the tapris along the

street. These eating areas for auto drivers coincide with the street vendors in segment 1, mostly outside BEST colony and outside Govandi Education Society (at NG Acharya Marg).

### Where auto drivers come from and their routes

Most of the auto drivers stay in and around Govandi. Nearby places they come from are Chembur, Mankhurd, RC Marg, Anushakti Nagar, Ghatkopar and Chunabhatti. Very few of them even come from faraway places like Wadala and Vashi.

Despite making various trips on the Govandi Station road, auto drivers travel to other nearby places in the radius of 6-7km, to TISS, BARC, Chembur, Mankhurd, Ghatkopar, Sion and Kurla. Few also go longer distances up to 30km to Mulund, Borivali, Powai, Andheri etc.

### Mapping auto activity

Based on our observation along the street, on a weekday and a weekend we have come up with the following table to show where all the autos congregate and how their density varies throughout the day and on a weekend.

Places	Number of Autos					
	9:30 AM		2:30 PM		6:30 Pm	
	Weekday	Weekend	Weekday	Weekend	Weekday	Weekend
Mahanagar Gas	20	6	0	2	9	7
Eateries outside BEST colony	2	0	3	1	3	1
Sai Commercial	0	0	3	0	0	
Runwal Centre	6	4	0	0	3	1
Eatery outside Port Trust Colony	0	0	2	1	0	0
Govandi Education Society	2	0	5	2	0	0
Govandi station	12	6	6	5	10	6

The maximum number of autos on a weekday morning can be seen at Mahanagar Gas and at the Govandi station. Their presence at the station is fleeting and no stationary auto is seen there due to the huge crowds that come out of the station. During the afternoon, a lot of the autos can be seen stationed at *tapris* (mentioned above in eating areas) and also at the station. Evenings are again busy at the Station and at the Mahanagar gas. The traffic signal at the NG Acharya Marg is also busy with a lot of vehicular movement from all four directions.

The number of autos reduces considerably on the weekends at the same places. The Station and the Mahanagar Gas are the only busy places in the evening. The street sees a lot less number of autos plying on it.

### Congestion areas

We tried to put together all uses of street space to show congestion areas. To get a sense of this, we also asked auto rickshaw drivers about the speed variations they experience along the stretch. It

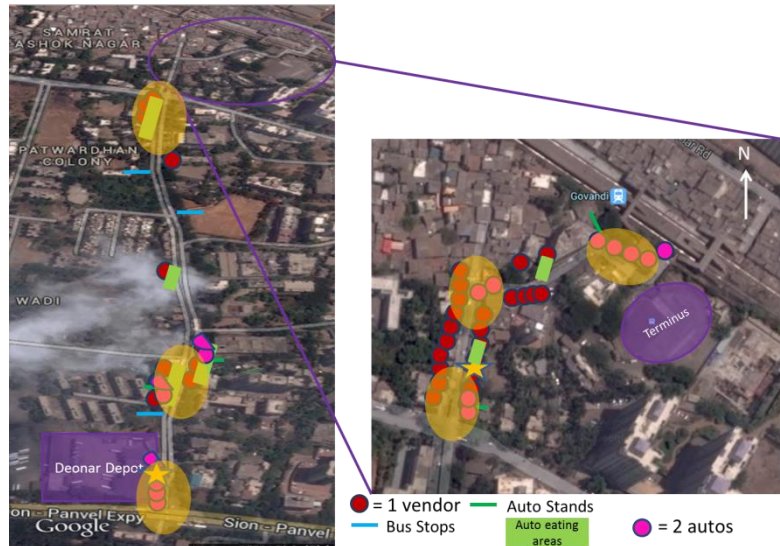
varies from 20km/hr in Segment 1 till Runwal Centre, to 40km/hr in the middle part of Segment 1 and then falls to 10km/hr in Segment 2, especially around the station.

We can see that Mahanagar Gas has majorly increased the number of autos and the congestion.

Congestion is a constant in Segment 2 in mornings and evenings. The road really

narrows down as it turns towards the station, causing traffic congestion. All kinds of vehicles come there – bus, trucks carrying construction material for the new building being developed. The traffic signal at NG Acharya Marg also sees lot congestion due to non-compliance of the signal.

When we asked the Ex-Corporator about this non-compliance, we were told that the signal was recently put even though it wasn't required. He feels it is only needed till 11A.M. and should be shut after that. This made us ask him about why no traffic police is deployed to manage the traffic and we got a very comical reply that the people will suffer due to that as police only needs a reason to make money.



### Summing up, Bus v/s Auto

Features	Bus	Auto
Governing authority	BEST	Union and / or Independent
Volume	2 buses (93 and 360)	Estimated number 150 – 200
Routes	Trombay to Kurla and Mantralaya / Opera House to Govandi Terminus	Govandi station to various sub-urban Mumbai locations
Stands	1 Depot, 1 Terminus, 3 stops	2 formal and 2 informal
Eating arrangements	Depot Canteen and tiffin	Hawkers and home food
Resting areas	Terminus and Depot, 10min after every trip	Own auto and stand near station, ranging from 30-90mins
Duty timings	8 hours	8-12 hours
Demands	wider roads, less autos and hawkers	Provision for resting area and better public toilet, more street lights
Government Support	Provided services by the Maharashtra Government	Not much initiative by the Government – majority drivers not Maharashtrais

The buses plying in the area are very limited despite the presence of a Terminus and a Depot on this stretch. The absence of direct buses to areas like Ghatkopar, Powai etc have contributed in

proliferation of auto rickshaws in the area. Autos are also preferred over buses due to their easy accessibility and provision of last mile connectivity.

On asking the Ex-Corporator about just 2 buses in the area and the improper use of a huge space by the Govandi Terminus, we were told that it is *nagar sevak's* responsibility to see if public needs / demands an addition to current bus services and he can write to BEST, demanding more bus routes. Clearly, neither the Ex-Corporator nor the current Corporator has reached out to the public on this issue. Or there is actually no demand for more buses (due to poor service?) and the Terminus space has remained a mere concrete playground in the evenings!

## **STAKEHOLDER ARRANGEMENTS**

Through this theme, we look at the attitudes and concerns of different stakeholders in the area (except auto drivers and bus officials already covered in preceding section). The focus is to identify different organized groups that play a crucial role in influencing the governing of the street space.

### **Findings**

#### **1) Residents**

- a. Ashish Thakur, Secretary –BS Devji Marg ALM
  - ALM – group of senior citizens. “We’re a non registered, totally informal group” and don’t collect funds. Meet monthly with the ward office
  - The dividers on BSD Marg are due to their initiative and constant follow up with BMC, but still it’s half done. It was needed to regulate rash driving by autos which was causing accidents. They had also got a speed breaker made on the road but it has been washed away by rain – poor quality material used by BMC
  - “BMC listen to us but the public money is not properly spent on the development of roads.. We residents are not happy with the functioning of the BMC in developing roads and infrastructure. But we are not giving up...”
  - They pursued police for increasing patrolling to address the issue of chain snatching, now under control
  - Concentrate more on cleanliness of the area, along with shops and vendors (70% success rate); and greenery
- b. Segment 1 – 21 year boy
  - Considers reckless garbage dumping as the only issue. “Station area is too dirty.”
  - Traffic problem is seen at the NG Acharya Marg signal.
- c. Segment 1 – Senior citizen (Resident since 14 years)
  - Feels road was neglected till 10 years back
  - Follow ups with BMC have improved the cleanliness. Road surface has become more even.
  - Dividers are being put up now because of accidents. There was no discipline among auto drivers and were driving rashly

- Safety – there were some chain snatching issues earlier, but no such complaints since past 6 months because of their follow up with police. Patrolling has improved
  - What makes the street important? “Coordination between the residents and authorities..tests your patience but you can change it... In Mumbai, civil maintenance is mostly BMC responsibility. Corporators aren't much interested in the development of the area.”
- d. Segment 1 – Lady at BEST colony (Resident since 12 years)
- Changes in the area – *“Pehle bhot sunsaan tha.”* There’s crowd due to the gas station and because of too many autos, *“aane jaane mei darr lagta hai raat ke time kabhi kabhi aurat and baccha logon ko.”* New company buildings have come up. Dividers coming up recently now, drainage has been made properly now.
  - The colony is not maintained, grass overgrowth, uneven street, issue of muck during rains. Reason being given that the colony Secretary is appointed for short time and they don’t want to work a few years before their retirement.
  - Buses? – 3 buses plied on the road earlier. One bus route has been closed down recently only; don’t know why.
  - Traffic and autos? – no problem as such, *“auto ka to sab suvidha hai.”*
- e. Segment 2 – Resident at Asha Niwas (Resident family since 25 years)
- Development in the area? – We want redevelopment but our builders are all stuck. *“hum log ka to yahi society hai and wo (road) to humko atar hi nai karta hai, hum log to sirf builder ke hisaab se chalte hain kyun ki hume to sirf builder ne construct karke dia hai na.”*
  - Changes over the years? – the area was all farmland and fields. *“ ye jo bhi dikh raha hai sab development hi hai...Vaadi ke jaisa tha...”*
  - Issues in the area? – All the vendors sit outside on the street, so no big car can come in easily. *“jhagda to hota hai but udhar shiv sena ka office hai na to sab kuch wahi dekhte hain. Roz jaenge jhagda karne to roz hi kuch ann bann ho jaega to hum nai jaate hain.”* Says only her husband takes all initiative because they stay on the ground floor. Her husband takes all responsibility and even ensures that no garbage is dumped around there. *“iss area ka koi bhi khud aage aake responsibility nai leta hai.”* The day her husband complains, BMC comes and does something but next day it’s back to square one.
  - Why area isn’t being developed– *“iss area ka jo koi bhi hai incharge usko dekhna chahie na ye sab kuch, hum log thodi dekhenge ye sab. Har baar hum log aage bhadenge to kaise chalega!”*
  - Bus? - *“bus to ek hi aati hai yahan, 93. Wo bhi badi takleefo ke baad aai hai. wahan round ghumane mei bada time lagta hai.”*
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## 2) Street Vendors

### a. Vendor 1 –Handkerchief seller

- Problems faced – *"Gaadi wala takleef deta hai. Kuch bolte hain to BMC wala Hume hi leke jata hai, police wala bhi Hume leke jata hai. Baki log bolte hain hum tax bharte hain."*
- Future development - "aage ka Kya bharosa hai,... BMC Kuch nai karta hai. Sirf paise khaane ka Kaam karta hai."
- Traffic and parking - There is a daily fight with bikers. This is a good spot. Everyone parks their bike there and goes roaming around

### b. Vendor 2 – Vegetable vendor near station

- Living in the area since 30years. The street was very narrow earlier, only 1 vehicle could pass. It was just a village and the bus didn't go there. No problem with the autos. *"Aaj dekha jaye to dikkat kisi se bhi nai hai, police se bhi nai, municipality se bhi nai. Sabse setting hai."* They don't have a union and informally, individually talk to all the parties. The BMC come 2-3 times in a month for their *hafta*, don't take their stuff.
- Why isn't the street wider? - *"gao than hain nai usko aise hata nai sakte. Bhot saal se planning tha wo round karne ka but hata nai sakte isko. Poora 7\*12 ka rehta hai unke pass, jaldi hatega nai."*
- Congestion – The road really narrows down as it turns, causing traffic congestion. All



kinds of vehicles come there – bus, big trucks for godown, tucks carrying construction material for the new building being developed.

### 3) Shop Owners

#### a. Vazir Ratnani (President, Govandi Vyapari Mandal) – Vijay Grain Stores

- The road was widened 25 years ago. Before that there was forest and huts
- Traffic issues – There are too many autos now that cause a traffic jam. The numbers have increased since a year because RTO has started giving out some new permits. It's problematic when they park in front of the shop. We have to talk to them and ask them to move. They have made an informal stand and they don't listen to us. There's no banner also for the stand. *"10 baar complain karega, to 1 baar follow up hota hai."*
- Public Transport - There's only one bus, 93 number that comes to the station. *"Yahan se Ghatkopar jaane ke liye ek bhi bus nai hai and Ghatkopar ke log bhot hain yahan. Na train hai direct na bus hai. Auto se hi jana padta hai."* *"Govandi station poora waste hai, worst station. Public ke liye road pe jagah nai hai. Agar station ke peeche se jaenge to madam ka sab loot daalenge...Cases abhi bhi hota hai, 9 baje ke baad."*
- Govandi Vyapari Mandal – Mandal in existence since 25 years to deal with the problem of dadagiri, especially at the time of Ganpati and other festivals. Now they ask those who do *dadagiri* to give an application to Treasurer and he decides how much to give. Now they can't approach individual shops. It's a 100-member, registered association. *"BMC, police ke peeche hum haath dhoke ke padd jata hai."*
- Street vendors? - *"road pe jo dhanda karte hain unse humara koi lena dena nai. Hume ye chhote chhote thhele wale se koi dikkat nai hai. wo hume kuch takleef nai deta hai aur hum unhe koi takleef nai dete. Kama to raha hai na, bheek to nai maang raha!"*

#### b. Owner – Maharashtra Tea Depot

- Main issues? – Road isn't evenly built, has potholes. No light near the station. BMC says there's a plan for widening of this road to 15ft but no action has been taken since years. No issue with the shop owners because shop only has to go in by 5-10ft but there will be advantages as there will be more space and people will be able to take their cars. In the evening there is no space for even walking as many vendors occupy the road.
- Traffic – Lot of traffic problem here at the turning. Because of autos and then only one bus comes here which requires lot of space for its turning, causing traffic jam.
- Development over the years? – *"develop kuch nai hua Govandi mei. Sab station sudhar gaya, ye station dekho kaisa hai."* Hasn't complained himself cos he's a busy businessman. *"hum to shop wale hain, hume takleef nai hai road se."*
- Advantages of Mandal? – *bhohti* goes from the Treasurer and not individual shops. Pay annual fee of Rs.1200 only.

## Street Vendors and Shop Owners

To analyse this category of stakeholders, we have divided street vendors into small-scale vendors and large-scale vendors. By small-scale vendors, we mean those vendors which have no permanent structure and use the street as their selling ground. By large-scale vendors, we mean those vendors that do have their own permanent structures with a structure to keep their sale items on and a shade for their street shop.

Features	Small-scale vendors	Large-scale vendors	Shop Owners
Issues faced	Parking around the stall, BMC and Police blame them for everything	Face no major issues, Informal setting with BMC, Police for hafta (2-3 times/month), Traffic congestion	Too many autos and informal stands causing traffic jam, No problem with the street vendors, Poor street and station condition
Expectations from Future Development	Don't trust the BMC, only corruption happens	Because of 7*12 goathan, can't expand or develop the road corner	Road has remained in poor state – potholes, unregulated parking, “Station in worst state”
Organized group	No	No	Yes, Govandi Vyapari Mandal (deals with dadagiri during festivals, get work done from BMC & police)

While the small-scale vendors are distressed by the BMC and Police, large-scale ones have struck their informal setting with them. The shop owners talk about issues of poor street maintenance, traffic congestion etc.

Though their issues vary, all of them see a bleak future development. In terms of organized groups, while the street vendors have failed to organize themselves, the shop owners have organized themselves as Govandi Vyapari Mandal to address problems of dadagiri and interface with BMC and police.

## Residents

Here we look at the differences in concerns of residents in Segment 1 and Segment 2 and analyse it using their attempt at organizing themselves.

Features	Segment 1	Segment 2
Presence of Advanced Locality Management (ALM)	Yes, called BS Devji Marg ALM	No
Areas of concern	Cleanliness, Safety, Road maintenance, Greenery	Cleanliness around vicinity, Vendors hindering private vehicle mobility
Interaction with ward officials	Scheduled monthly meeting	Irregular complaints on a day-to-day basis



Vendor problem	No, they cooperate with ALM to maintain cleanliness	Yes, they hinder private vehicle mobility, cause congestion and litter
Impact on local authorities	High Impact: Dividers being placed, and construction of speed breakers	Low Impact: Potholes, poor garbage collection and drainage system; Disconnect with BMC and other stakeholders; Consider it the responsibility of <i>nagar sevak</i> to maintain & develop the area

Thus we can see that residents of Segment 1 have formed an ALM while residents of Segment 2 have not. The ALM concerns itself basically with beautification and safety of the area. They regularly meet ward officials and cooperate with vendors to keep the area clean.

On the other hand, in Segment 2 people are only concerned with their immediate surroundings and personal use of street. There is no cooperation among residents and with vendors.

This presence and absence of arrangements has a visible impact on authorities. While the ALM has been successful in influencing BMC to lay dividers and speed breakers, the residents of Segment 2 show disconnect with the BMC and other stakeholders in the area. They feel it is only the responsibility of the *nagar sevak* to maintain and develop the area.

We asked the Ex-Corporator about the laying down of the speed-breaker (which is now mostly washed away) and the response we got was that the speed breaker is not meant to be there according to law. But since the ALM demanded it he had to comply as otherwise public would go against him. So BMC undertook an illegal construction!

## Ex-Corporator

The following themes can be highlighted from our conversation with the Ex-Corporator:

- Conflict with current Corporator and MLA
  - He accused the current Corporator of embezzling funds meant for street and area development
  - There were signs of discord with the MLA as well as the MLA is taking credit for a hospital proposal that he had got passed, and which is meant to be built using BMC money
- Differences in his tenure v/s current Corporator
  - He boasts of laying down the cement road and new water pipelines with a wider diameter (he says he sat on a hunger strike for 3 days for this), maintaining gardens, and rebuilding government school buildings
  - Whereas the current Corporator is only building shades and giving funds to organisations that'll support him

➤ Identity of the area

- It was evident that the area is still thought of as a *Gaothan*
- He claims to have sent request letters to the State government for allocating funds in every budget for building station overbridges. However the government is not allocating funds. He believes that the influential MLAs succeed in taking the funds for their areas



## CONCLUDING ANALYSIS

We will now put together all the underlying themes of our report in a single table to draw attention to the differences in governance, development of street space and stakeholder arrangements in the area.

Themes	Segment 1	Segment 2
Governance Mechanisms and Loopholes	Infrastructure services provided due to <b>votebank politics</b> - Divider and speed breakers constructed on ALM demand, Regular police patrolling, Presence of street lights only on one side?	Development stalled by votebank politics, Non-compliance of traffic signal, Encroachment by hawkers on parts of street, Delay in street widening due to pressure by interest groups (shop owners, chawl)
Stakeholder arrangements	ALM ( <b>residents' welfare</b> ) acting as a strong, well-informed pressure group	Govandi Vyapari Mandal ( <b>economic interests of shop owners</b> ), Residents not organized and individual complaints are not heeded
Use of Street Space	Parking on Paver Block, Presence of few hawkers on footpaths, Congestion due to long auto queue outside Mahanagar Gas Ltd	Street vendors occupying even carriageway, Ad-hoc parking by motorcycles, autos, tempos, Congestion along the entire stretch but peaks at street turning

Thus, we can see that there is a conjunction and overlapping of interests of various entities. The issue of governing the street is mired in the complexity of addressing the needs and wants of all these stakeholders. It is also important to realise that each of these parties can stake claim on the street but to ensure that these multiple interests result in positive outcomes, all the stakeholders need to interact with each other and devise realistic plans for the area.

### Points to ponder...

- Why is there disconnect between the State Government, the MLAs and the Corporator?
- Shouldn't the State government realise it needs to invest in Intermediary Public Transport for creating sustainable urban transport system?
- Can a better dialogue between different stakeholders develop the area or will it only remain a Gaothan?