

Confident, trained slum women's groups negotiate to make urban governance more responsive and overcome socio-environmental exclusion

April 3, 2016

13th International Conference on Urban Health (ICUH)
San Francisco, California, United States of America

Agarwal Siddharth, Verma Shabnam, Verma Neeraj,
Agarwal Kabir, Sharma M.R., Sharma C.B, Goel S.

Urban Health Resource Centre, India

ISUH
International Society
for Urban Health

AAG
AMERICAN ASSOCIATION
of GEOGRAPHERS

THE
NEW YORK
ACADEMY
OF MEDICINE
HEALTHY CITIES
BETTER LIVES.



Find us on facebook
and LinkedIn

LinkedIn

www.uhrc.in



Presentation Outline

- Socio-environmental exclusion, deprivation in today's fast urbanizing world
- Confident, trained slum women's groups negotiate with civic authorities for services and entitlements across > 430,000 urban disadvantaged population
 1. How Trained slum women's groups and Cluster Teams operate
 2. Increasing Access to Proof of Address and Picture ID
 3. Gender empowerment enhances caring capacity of woman and family
 4. Pull Outreach health service in migrant, other deprived neighbourhoods
 5. Gentle Demand-side Negotiation through Community Petitions
 6. Demonstrate uses of Neighborhood Mapping
 7. Inter-sectoral-Coordination for Bringing Multi-sectoral Efficiencies for Improved Health and Well-being
- Glimpses of Improved Access to Services in Slums, Informal Settlements

Women and Children of an Urbanizing World



Competing for water



Washing utensils on railway track - Kolkata



Children on a temporary "bridge" across a drain- Jakarta



An iron-smith's daughter on Kolkata pavement



Rolling incense sticks to support family income- Indore

Physical Living Environment of Urban poor



Slum at the edge of large drain – risk of floods



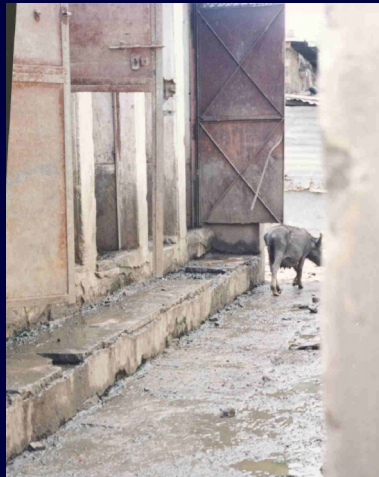
Wading through a large drain for daily transit- Indore



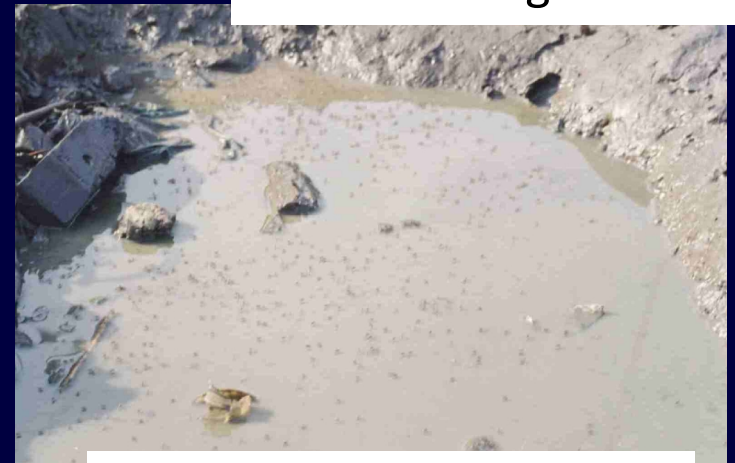
Water enters low-plinth house after heavy rain: climate change



Child filling water - Delhi



Community toilet- pig; hard to keep clean



Mosquito breeding in collected water - Indore

Living Conditions of Urban Disadvantaged Women

- The urban disadvantaged, including women contribute cheap labour towards GDP
- Construction site, brick kiln workers, labourers
- Excluded from availing education, social-opportunities, and services in city
- Restrictions on freedom of movement; weak social-networks; little awareness of opportunities, services.
- Child-bearing migrant-girls, women faced greater risks.



Socio-environmental and multi-dimensional Deprivation of Slums/Deprived pockets

| Factors | Situation Affecting Vulnerability in Slums |
|--|---|
| Housing | Permanent, less permanent, not permanent material, separate cooking space, ventilation, overcrowding |
| Basic Services | Water supply, Toilet, Sewage system, drainage, cleaning, electricity |
| Land status, location | Secure or insecure land tenure, location on Municipal/Govt. land, or private land, hazardous location, low-lying areas |
| Economic conditions/poverty | Families having regular source of income, having no debt from money lender/finance companies, able to save in some mode, have to not interrupt child's schooling owing to inability to pay fees etc |
| Access and use of public health services | Lack of access to primary health and hospital services, poor quality of health services, nutrition, food security services |
| Hidden / Unlisted Slums | Many slums are not notified in official records and remain outside the purview of civic and health services |
| Temporary, cyclical, recent migrants, homeless people | Temporary migrants, homeless persons usually do not get access to health services and other development programs. It is difficult to track and follow-up health services to recent migrants |
| Past Infrastructure intervention in the slums | If an infrastructure project has been implemented reasonably well, some slums have better roads, community halls, other infrastructure |
| Alcohol, gambling joints, gender inequity | Affect the extent of depletion from alcohol, domestic violence, gender inequity, uncomfortable social environment, girls completing class XII and above |
| Negotiating Capacity | Lack of organized community collective efforts in slums and absence of active, aware individuals who can be the voice of the community. |

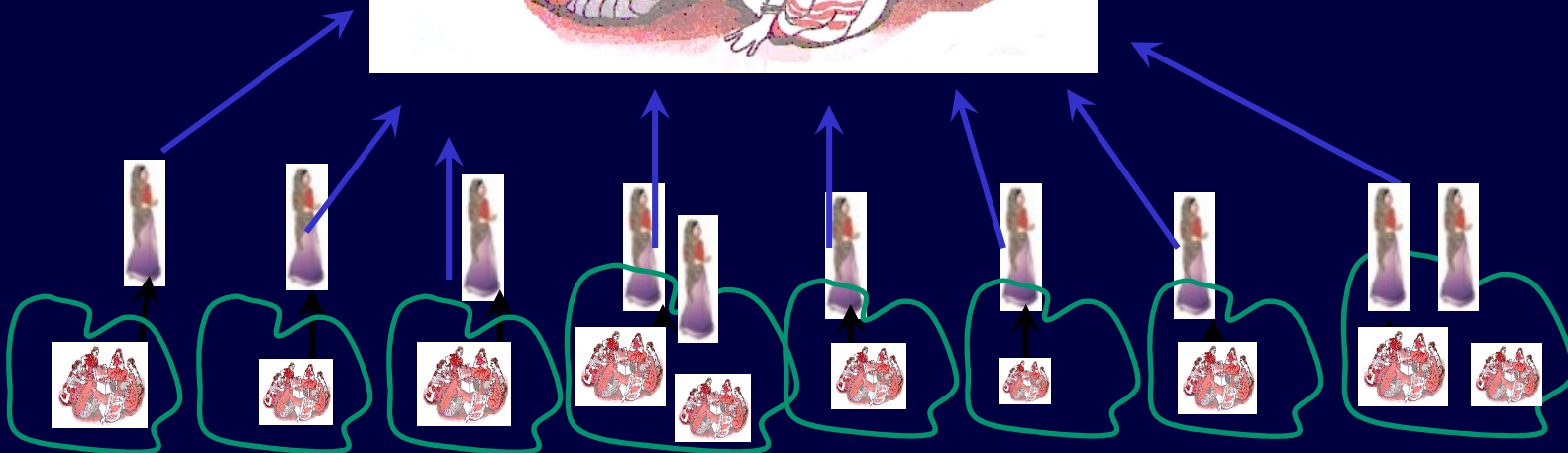
Adapted from ¹Agarwal and Taneja. 2005, All Slums are Not Equal, Indian Pediatrics
indianpediatrics.net/mar2005/233.pdf

With training and mentoring,
slum women's groups
negotiate confidently to
make urban governance more
responsive and overcome
socio-environmental exclusion

How Slum Women's Groups Function

Cluster Teams of Women's Groups, Indore and Agra

Trained, empowered slum women's groups and cluster-level teams of slum women's groups gives stronger voice and greater negotiation power



Slum women's health groups (Mahila Arogya Samitis mandated in Govt. of India's National Urban Health Mission* to strengthen demand for health services.

*Government of India, Ministry of Health and Family Welfare (2013). National Urban Health Mission: Framework for implementation. May 2013.
http://nrhm.gov.in/images/pdf/NUHM/Implementation_Framework_NUHM.pdf

Slum Women's Groups Negotiation Approach 1 Increasing Access to Govt. Address Proof and Picture ID



During Apr 13 - Mar 15: 14,000 persons benefited from Govt. proof of address and Picture ID lending legitimacy as 'citizens'

Slum Women's Groups Approach 2

Women's empowerment enhances caring capacity of woman, family, lends social support

- Slum women's groups gradually contribute to a positive gender equation at family and society levels, provide social support to needy families
- Women's enhanced access to resources and greater capacity to take timely care of themselves, children, and the family helps the family and community
- In a patriarchal society, women's groups result in increasing women's autonomy in decisions on healthcare, children's (including girls') education, associated expenditure and promote savings.
- Prevent early marriages of girls in a society where some families considering girls unsafe marry them early*
- Reduce number of alcohol vending, gambling joints

*26 per cent women age 20-24 became mothers before age 18 years against 8 per cent among the rest of the urban population – quartile analysis of Urban NFHS-3



Slum Women's Groups Negotiation Approach 3

Pull Regular Outreach Health Services by Government and Private Providers in Migrant, other Deprived clusters



Registration of beneficiaries - identifying left-outs and drop-outs



Linkage with the Auxiliary Nurse-Midwife for vaccine administration



Information and community motivation – women arrive for immunization day



Linkage with Doctor for ailments, Ante-natal check-up

Based on UHRC's experience in Indore and Agra, slum women's groups are mandated as "Mahila Arogya Samiti" in National Urban Health Mission*. Urban Social Health Activist, ANM mandated to identify vulnerable pockets, improve service access, infection prevention, promote healthy behaviours

*Government of India, Ministry of Health and Family Welfare (2013). National Urban Health Mission: Framework for implementation. May 2013.
http://nrhm.gov.in/images/pdf/NUHM/Implementation_Framework_NUHM.pdf

Slum Women's Groups Negotiation Approach 4

Gentle, Tactful Negotiation through Collective Petitions

Written requests to officers of Municipal Authorities, Nutrition Dept, Electricity Dept.

सेवा में,
अधीक्षण अभियंता, दशम मण्डल,
50 प्र० जल निगम, आगरा

विषय :- पीने के पानी की समस्या हेतु ध्यानपूर्वक!

महोदय
उपरोक्त विषयक अनुसार नगला किसान लाल में पौफजल की पाइप लाइन फट चुकी है।
आ: महोदय से नमू निर्देश है कि आप पाइप लाइन को शीघ्र से शीघ्र नालू कराने की कृपा करें। हमारा कल्याणी महिला स्कीम समूह 0 बरती के लोग आपके सदा आभारी रहेंगे।

व्यन्मदी
दिनांक 29/12/2011
नगला किसान लाल

अधीक्षक राधा 09368297056
कल्याणी महिला आरोग्य समिति
नगला किसान लाल, पावन-6

Petition

| क्रम | नाम | पद | कॉन्टैक्ट | हस्ताक्षर |
|------|------------|------------|---------------|-----------|
| 1. | आमरी पिकी | सचिव | 95 2828 3725 | पिकी |
| 2. | " नीरादेवी | कोषाध्यक्ष | 92 67 22 0257 | नीरादेवी |
| 3. | " पूरनदेवी | सदस्य | | |
| 4. | " कनकेश | उपाध्यक्ष | | कनकेश |
| 5. | " मनीषा | सदस्य | | मनीषा |
| 6. | " कुशला | सदस्य | | कुशला |



कार्यालय सचिव प्रबंधक, जलकल विभाग नगर निगम, आगरा

पत्रांक:- / स0प्र0 / ज0क0वि0 / पाइप लाइन दिनांक 17-08-2011

सेवा में,
अधीक्षण अभियंता,
दशम मण्डल,
50प्र0 जल निगम, आगरा।

विषय:- पीने के पानी की समस्या हेतु ध्यानपूर्वक !

महोदय
उपरोक्त विषयक कल्याणी महिला आरोग्य समिति, नगला किसान लाल, टंकी बगिया, आगरा के शिकायती-पत्र को मूल रूप में संलग्न कर प्रेषित किया जा रहा है। कृपया पत्र में वर्णित कार्यवाही के लिए पाइप लाइन उदराने हेतु आवश्यक निर्देश संबंधित को देने का संलग्नक- उपरोक्तानुसार,

भवदीय,
सचिव प्र-
जलकल विभाग
नगर निगम
आगरा

Response of
Civic Authority

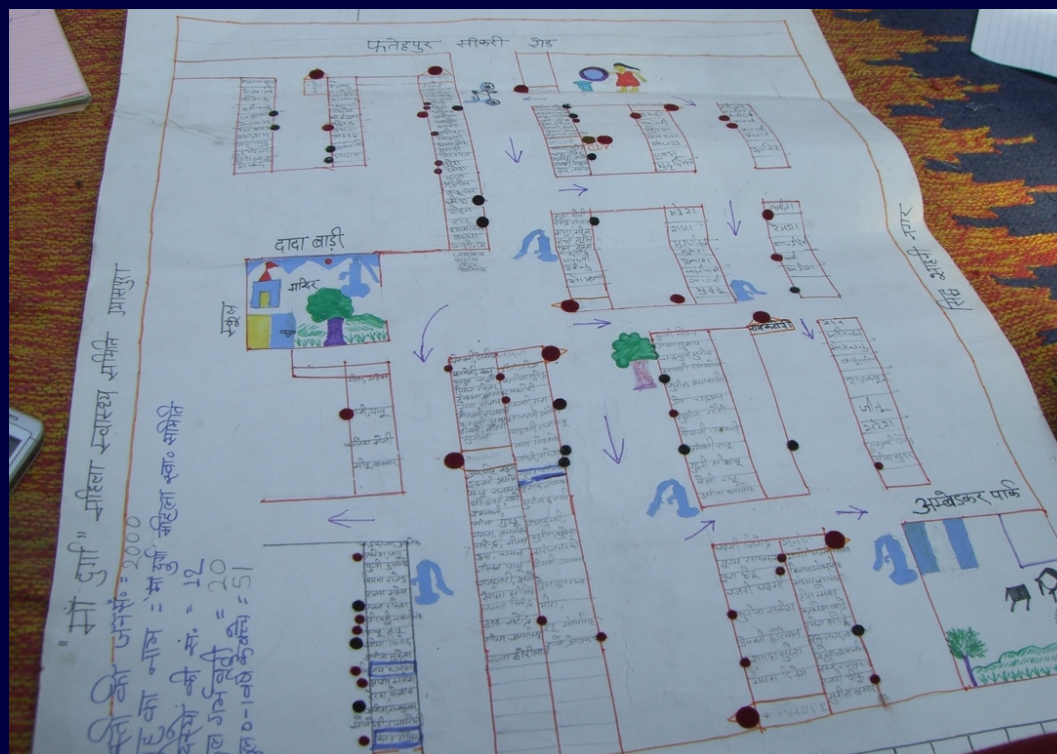
Inclusive Urbanisation requires disadvantaged communities to actively participate in governance: maintain paper trail, persevere with tact (including tea + biscuits, polite thank you) to achieve "Right to the City".

Slum Women's Groups Approach 5

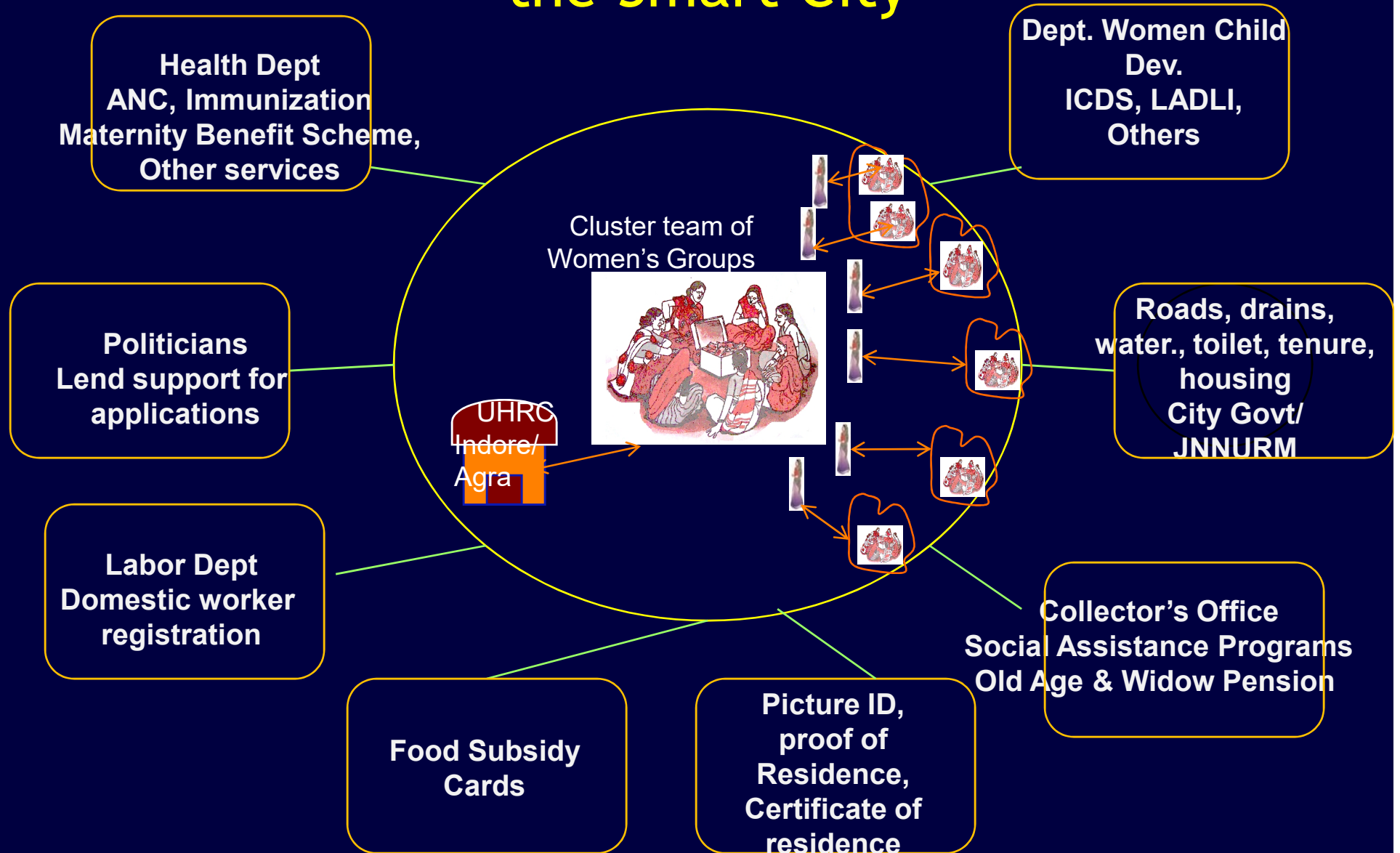
Demonstrate uses of Neighborhood Mapping

Slum Women's groups in slums use hand-drawn maps to

- Ensure that no family is left out from lists used for housing, sewage system, toilets, entitlements;
- Track access to health services e.g. Immunization and ANC, delivery, other health and nutrition services,
- Help identifying recent migrants for linkage to services, entitlements



Multi-Sectoral Women's Groups' Efforts in the Smart City



Glimpses of Improved
Access to Services in
Slums, Informal
Settlements

Improvement of Slum Pathways, Lanes



During 2013-2015: 100,000 slum population benefited (Agra + Indore) from paved streets

Unpaved Roads

Recently Paved Roads

Smaller lane needs to be paved again

Cleaner Drains



During 2013-2015: 140,000 slum population benefited (Agra + Indore) from cleaning of drains

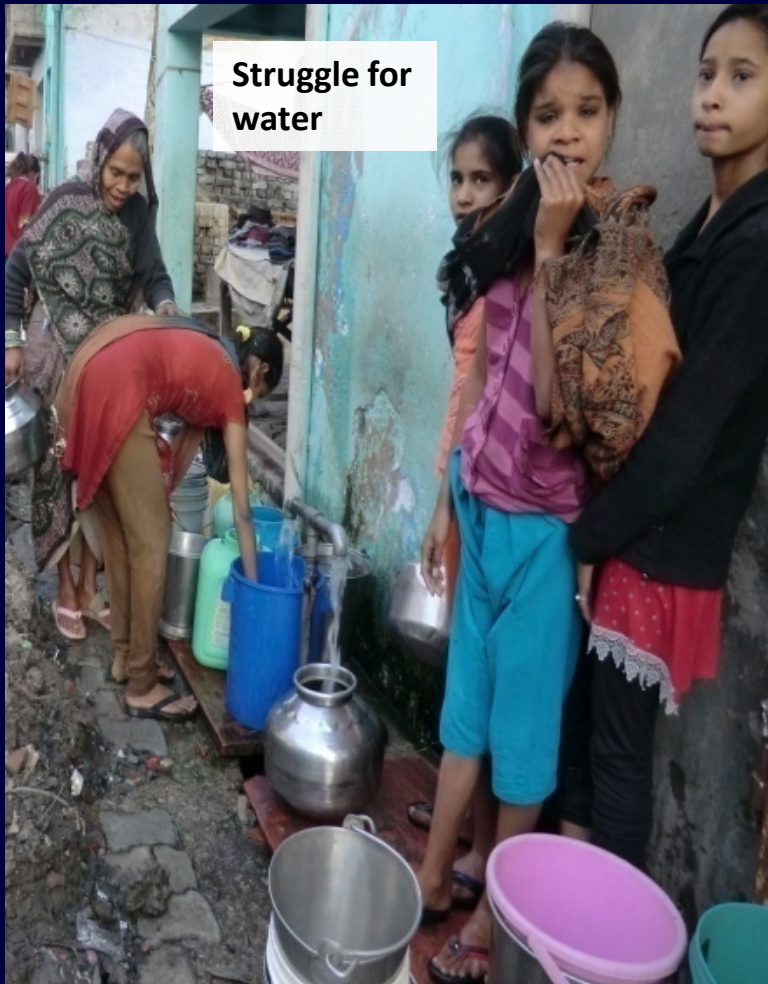
Improved access to Toilets, Sewer, Paved Streets

Dusty, Water-logged, Slum streets paved, Sewer-line laid, Connected to houses

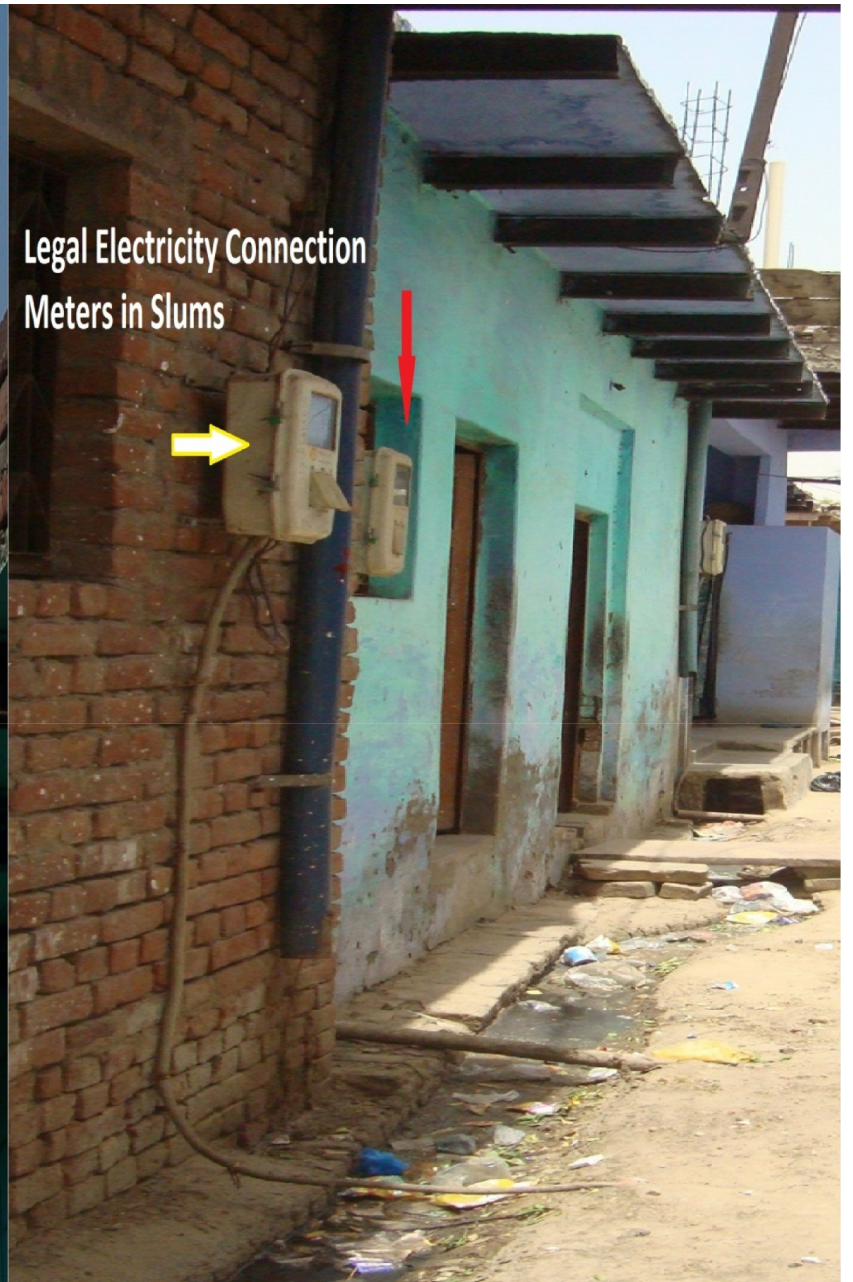
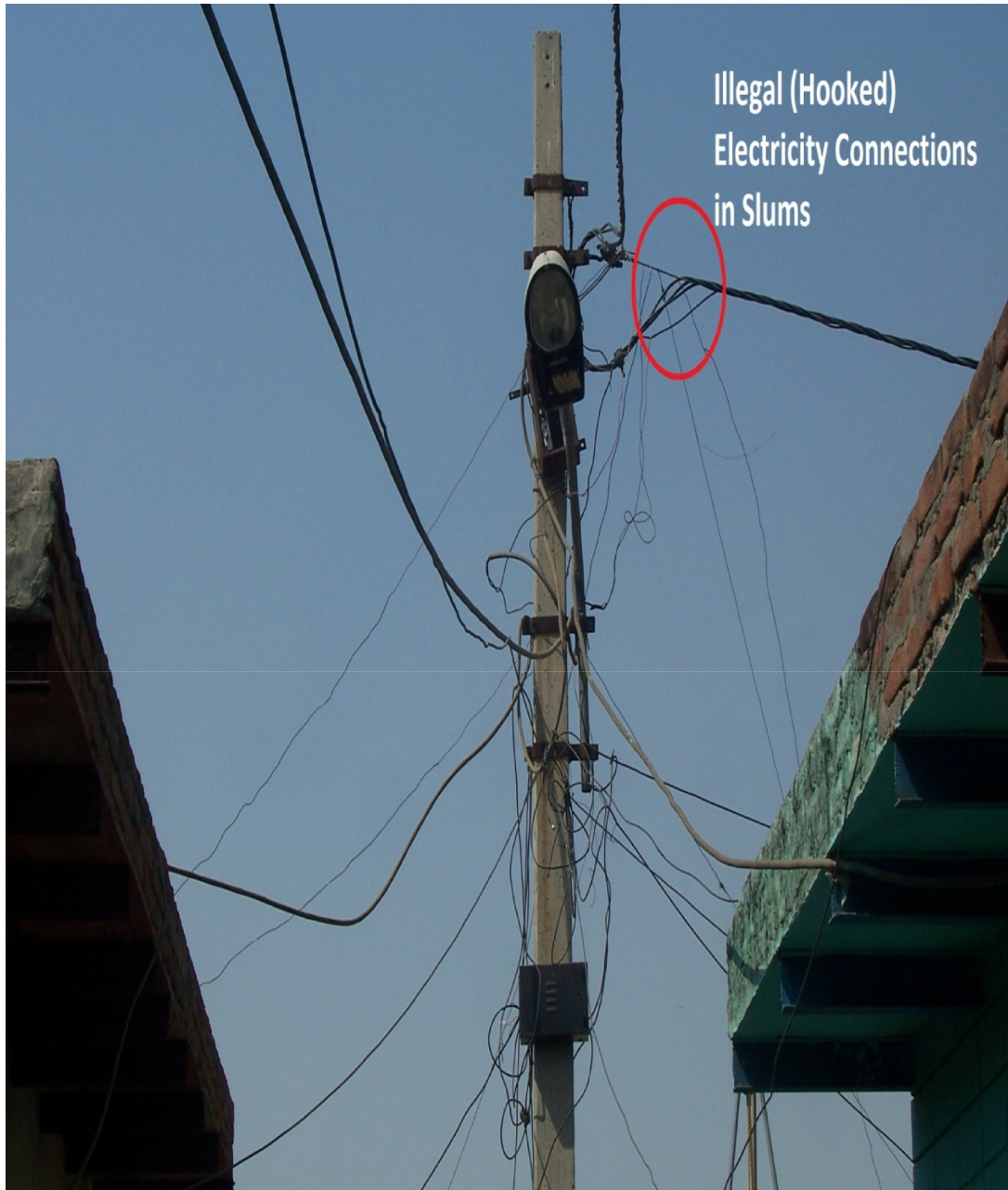


During 2013-2015: 60,000 slum population benefited from sewage system

Improved Water Supply



During Apr. 13- Mar. 15: 120,000 slum population in Agra and Indore slums benefitted from improved water supply



During 2013-2015: 40,000 slum population benefited (Agra + Indore) from electricity connections

Slum Women's, Children-Youth Groups community requests to civic authorities over 5 years bring bridge over large drain, Indore

Before Oct. 2011 people from several slums had to cross this large drain (nallah) filled with waste water. This made their access to schools, health facilities difficult and exposed them to ailments.



2010

In Oct. 2011 women's groups of New Jagdeesh Nagar, Jairaj Nagar submitted applications to civic authorities, but received no positive response. Determined women's group members, other women and men volunteers with UHRC's support built a temporary bridge with pipe, waste bricks and mud.



2011

In July-August-2012 rains washed away major part of the temporary bridge. Women's groups and UHRC continued to follow-up with the civic authorities for a more permanent bridge.



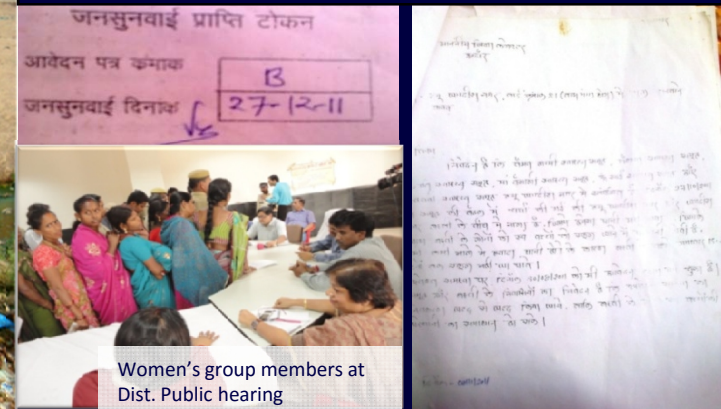
August 2012

In Oct. 2012 courageous women's groups members of New Jagdeesh Nagar, Jairaj Nagar, other women and men volunteers with UHRC's support re-built the temporary bridge with pipe, waste bricks and mud.



October 2012

2013-2015: Determined women's, children-youth group members continued to submit written applications to civic authorities and represented in person.



Women's group members at Dist. Public hearing

July 2015: After five years of follow-up in person by women's, children-youth group members, UHRC and several written community requests, reminders to civic authorities, the more permanent bridge was constructed on bigger cement pipes.



More permanent, taller bridge is built

2015

Bridge over Large Drain Benefits 1,20,000 population

Lessons for Policy, Action Research, Sustained Efforts

1. Trust the less formally educated to analyse challenges, evolve & implement solutions with support
2. Appreciation, motivation, sustained mentoring and training builds collective confidence, negotiation skills among urban vulnerable communities to work towards overcoming exclusions, vulnerabilities
3. Simple 'indicators' can assess challenges & improvements e.g. i) proportion of households in neighborhood having toilet, ii) proportion of families with money-lender debt, iii) proportion of families with habitual alcoholics, gamblers, iv) number of community petitions, reminders per year to civic authorities for services (water supply, cleaning drains, sewage system, paving of streets)
4. What keeps them motivated: Recognition from the community, and at public platforms, enhanced self-esteem, opportunity to be co-opted as Govt. outreach worker through training, outreach work

siddharth@uhrc.in

Let us Build Human Capability,
Expertise, Ignite Action, Engagement,
Collaborative efforts and Tenacity of
Urban deprived to bounce forward, and
prevent their learning to survive in
exclusion and impoverishment


Let us translate words into real action
towards inclusive, socially just cities.

siddharth@uhrc.in



ALONE WE CAN DO
SO LITTLE; TOGETHER
WE CAN DO SO MUCH.

Helen Keller

 SYMPHONY OF LOVE
PHOTO BY JULIAF @ SXC.HU



www.uhrc.in, www.facebook.com/uhrccindia, uhrccindia.blogspot.com