

Issues Faced by Street Vendors in Hyderabad and Policy Response of Government – Post Covid-19 Crisis: PM SVANidhi Yojana

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ABSTRACT

The study aims to understand the issues faced by street vendors: impact of covid shutdowns, eviction, rent payment, ID cards, people who benefitted from PM Street Vendor AtmaNirbhar Nidhi (PM SVANidhi) Yojana: the policy meant to help street vendors rebuild their business by giving them loans without collateral. We conducted mixed research with quantitative questionnaire by survey method and qualitative research by freewheeling chat after the questionnaire to bring out their perspectives. Many interesting observations came to light from our research. Like in most other industries, the gender composition of street vendors is heavily dominated by male vendors. 61 per cent of street vendors are migrants, out of these 56 per cent have migrated to native places during Covid crisis. On the bright side, 86 per cent of street vendors possess ID cards. 88 per cent of those who applied for PM SVANidhi loan, have received it. The study draws important observations on issues faced by street vendors and the success of PM SVANidhi Yojana in the disbursement of loans to street vendors.

Keywords: *Street vendors, Covid crisis, PM SVANidhi Yojana, Eviction, Rent payment, migration.*

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INTRODUCTION

One of the most vulnerable entrepreneurs in India, the micro-entrepreneurs, who make a living by selling their products at most reasonable prices is the street vendor. One cannot imagine a common man without street vendors' myriad products of daily use to fancy items that are made available at prices impossible to beat by any big corporate. However, street vendors lack legitimacy in the eyes of law enforcement agencies and big businesses. One of the major reasons behind increasing number of street vendors in under-developed and developing countries is the lack of employment opportunities in organised sector. Migrants from villages who come to cities in search of jobs also end up working as street vendors. Covid-19 shutdown and restrictions have severely affected street vendors. Now that economy has opened up, they are back on the street but still trying to gain firm feet. We have tried to understand the various issues faced by street vendors, the legal provisions governing street vendors, the policy response of government in the wake of Covid-19 crisis. Our study tried to understand the efficiency of implementation of PMSVANidhi Yojana which is meant to provide capital for street vendors to kickstart their business again.

Supreme Court Judgments on Street Vendors

The legal position of street vendors as illegal elements that needed to be punished has changed after the street vendors took legal recourse and got an olive branch from court against harassment, eviction, and got their right to earn livelihood recognised by law.

Some very crucial judgments by Supreme Court recognised street vendors' right to sell their goods subject to regulation by municipal authorities in several important judgments in the following cases: *Bombay Hawkers Union vs. Bombay Municipal Corporation* (1985)3 SCC 528, *Maharashtra Ekta Hawkers Union and another Vs. Municipal Corporation, Greater Mumbai* (2013), *Sodan Singh vs. New Delhi Municipal Committee* (1989)4 SCC 155. These have paved the way for recognition of street vendors as legitimate micro-entrepreneurs who should be allowed to sell their goods in public spaces.

National Policy on Urban Street Vendors 2009 and Street Vendors (Protection of Livelihood and Regulation of Street Vending) Act, 2014

These policies recognise the identity of street vendors as an important, integral and legitimate part of society and recognises the contribution of street vendors in helping the government in poverty alleviation and generating self-employment without depending on the government and becoming a burden on society and government. The policy aims

to recognise the street vendors at various levels of government: Centre, state, and local governments.

The 2014 Act evokes Article 14 and Article 19(1) of the Constitution to recognise the right of the street vendors as the right to equality, and freedom of profession. The Act entrusts the responsibility of protecting the rights of the street vendors to local municipal authorities.

Issues faced by Street Vendors and the Covid Crisis

- Perception of street vendors in the eyes of municipal authorities and big businesses is that street vendors are a nuisance and cause traffic problems.
- Migration of street vendors back to their villages in the wake of Covid-19 restrictions and lack of means of livelihood.
- Apart from Covid crisis, there are myriad problems faced by street vendors for many decades. There is no system concerned with their welfare to provide the basic facilities such as arrangements for solid waste disposal, public toilets, electricity, water, credit, and storage facilities as street vendors are in unorganised informal sector. This has changed after laws have been made on street vendors with formation of Town Vending Committees, favouring street vendors. However, there are still many areas left which need improvement.

PM SVANidhi Yojana for Street Vendors: A Policy Response of Government to Covid-19 Crisis

In May 2021 when most Covid restrictions and lockdowns were lifted and after unlocking phases were over, the Government of India came up with PMSVANidhi Yojana on June 1st, 2021. The scheme is applicable to those who were engaged in street vending in the urban areas including surrounding semi-urban and rural areas prior to March 24, 2020. For the purpose of identification of the beneficiaries of the scheme, an ID card or CoV (Certificate of Vending) issued by TVC (Town Vending Committee) or ULB (Urban Local Body) or LoR (Letter of Recommendation) has been considered. The ULBs play a prominent role in implementation of this policy.

Microfinance institutions, Scheduled Commercial Banks, Self-help Groups, Regional Rural Banks (RRBs), Cooperative Banks, Small Finance Banks (SFBs), Micro Finance Institutions (MFIs), and NBFCs (Non-Banking Financial Institutions) have been roped in for disbursement of loans to street vendors under this scheme.

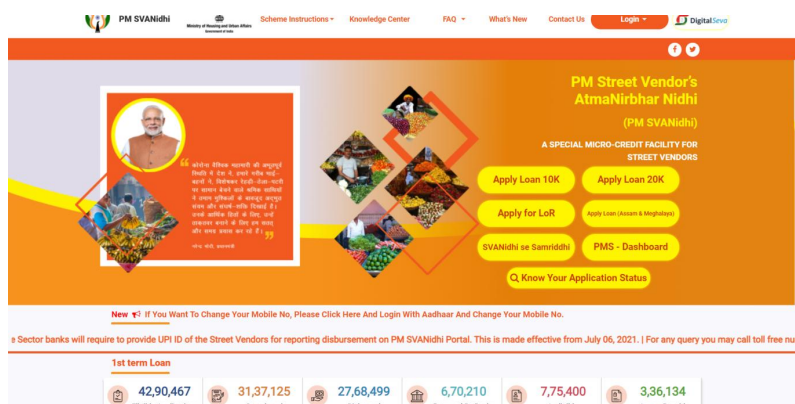
Following are the salient features of the scheme:

1. Beneficiaries do not have to show any collateral to avail the loan, suffice to meet the eligibility criteria to get a loan up to Rs.10,000.
2. To encourage repayment of loans, an interest subsidy of seven per cent is given to the beneficiary in the form of cashback for successfully paying instalments.
3. By meeting the targets of digital transactions, they can earn a cashback of 50-100 rupees per month.
4. The beneficiaries can also repay the loan early and there would be no penalty for early repayment.
5. By paying the loan within the specified time period or earlier, they can build their credit history and become eligible for another loan immediately for higher amount.

The seamless application process of PM SVANidhi Yojana

One of the highlights of the PM SVANidhi Yojana is the seamless application process. While street vendors who have CoV or ID cards can easily avail loan, the PM SVANidhi Yojana ensures that those who were missed out in the survey of ULBs can still avail loan through LoR issued by TVC or ULB and can directly apply through the dedicated website of PM SVANidhi <https://pmsvanidhi.mohua.gov.in/>, a screenshot of the website is shown in Fig. 1, or from the Common Service Centres Scheme <https://csc.gov.in/> website. The simple 3 step process for application shields the street vendors completely from the hassle of dealing with banks.

Fig. 1: PM SVANidhi Yojana application portal



Source: <https://pmsvanidhi.mohua.gov.in/>

Figure 2 shows the three ways in which application can be completed for applying for loan under PM SVANidhi Yojana: CoV or ID cards, LoR for those who were missed out of survey, and LoR for those from adjoining rural and peri-urban areas.

Fig. 2: The PM SVANidhi Yojana portal displaying the three options to apply loan online

The screenshot shows the PM SVANidhi portal interface. At the top, there is a navigation bar with the PM SVANidhi logo, the Ministry of Housing and Urban Affairs logo, and a 'Logout' button. Below the navigation bar, there are four steps: 1. Check Vendor Category, 2. Fill Application Form, 3. Upload Documents, and 4. Submit Application. The main content area shows a question 'Do you have Aadhaar Card?' with radio buttons for 'Yes' and 'No'. Below this is a section titled 'Vendor Categories' with a table listing three categories (A, C, D) and their eligibility criteria.

Category	Eligibility	Select
A	Street vendors in possession of Certificate of Vending (CoV) / Identity Card issued by Urban Local Bodies (ULBs)	<input type="radio"/>
C	Street vendors left out of the ULB led identification survey or who have started vending after completion of the survey and have been issued Letter of Recommendation (LoR) to that effect by the ULB / Town Vending Committee (TVC)	<input type="radio"/>
D	Street vendors of surrounding development/ peri-urban / rural areas vending in the geographical limits of the ULBs and have been issued Letter of Recommendation (LoR) to that effect by the ULB / TVC	<input type="radio"/>

Source: <https://pmsvanidhi.mohua.gov.in/>

Emphasis on digital literacy and digital transactions by PM SVANidhi Yojana

PMSVANidhi Yojana has incentivised digital transactions by providing additional cash back every month for achieving monthly targets of digital transactions. This is a great step in penetrating digital transactions to the grassroots of economy. There are multiple benefits to both the street vendor and the customers in adopting digital payments:

- Thanks to Covid, no-contact transactions are preferred by the customers to avoid transmission of corona. The aversion associated with buying from street vendors for want of no-contact transactions would be mitigated with digital transactions.
- Street vendors have difficulty collecting cash during peak business hours, time that otherwise would go into serving the customers. With digital transactions, the customers pay and show the payment notification without need of any physical exchange of money. This saves time during precious business hours and also helps ease of doing business.
- For most street vendors, the transaction amounts are very small and it is often very difficult to tender exact change. Digital payments ease conducting small transactions.

Definition and Categorisation of Street Vendors

National Policy on Urban Street Vendors, 2004, **Department of Urban Employment & Poverty Alleviation, MUPA, Government of India**, defines street vendors as "*A street vendor is a person who offers goods or services for sale to the public without having a permanently built structure occupying a temporary space on pavements or any public or private area, establishing a movable stall, or they could be mobile, move from place to place carrying their products on pushcarts, cycles, baskets, or in moving buses.*"

For the purpose of this study, we have adopted the same definition as that of National Policy on Street Vendors 2004 and that of GHMC (Greater Hyderabad Municipal Corporation).

RESEARCH METHODOLOGY

The study is conducted in Hyderabad City, the capital of Telangana state. The study attempts to understand the efficacy of policy response of the Government in helping street vendors recover from Covid-19 crisis through microfinance facility, the effectiveness of implementation of policy on the ground, and other major issues faced by street vendors such as eviction, rent payment, licensing, application process, etc. which are discussed in detail in the study.

Research Design

The study uses a mixed research method to collect data and information from our target group. We carried out quantitative research by survey questionnaire method to answer the research questions and also noted the responses from freewheeling interaction with the respondents after the questionnaire to find out their most pressing issues.

Target Population

The target population of the study is street vendors. For the purpose of this study, we have interviewed street vendors who do not have permanent structures that cannot be moved if needed that is, we interviewed people on pushcarts or makeshift arrangements to sell their goods whether stationary or mobile. We have interviewed people across the spectrum of products offered from fruits, vegetables, utility items, books, pot sellers, flower sellers, fancy items, etc.

Sampling

The study uses random sampling method for conducting research. As per GHMC, there are a total of 1,62,000 (one lakh sixty-two thousand) street vendors in Hyderabad. For a confidence level of 95 per cent, with

a margin of error of five per cent, the random sample size required to conduct the study is 385. We received a total of 398 responses from our research. We have randomly selected areas from across the city to conduct our research. We have selected the following areas randomly for our research: A S Rao Nagar, Koti, Kukatpally, Abids, Secunderabad, L B Nagar, Uppal, Bachupally, Kothapet, Charminar, Cantonment Board, Nadergul, Ghatkesar, Old Bowenpally, and Mehdipatnam. Within these areas, where we conducted research, we have skipped 5 respondents after every successful response from a train of contiguous street vendors. We have conducted pilot research based on the initial questionnaire and then redesigned the questions to accurately record the possible responses. Additional questions had been added in the light of new information.

The objectives of the research

1. To understand the basic demographics of street vendors.
2. To know whether the street vendors faced issues from authorities while selling their products and if they faced eviction.
3. To find out how many of the street vendors are part of any association for street vendors or TVCs.
4. To find out how many have some form of valid document for street vending that is ID card or Vending Certificate. And to understand how easy or difficult the process of application for getting the ID card or Vending certificate is.
5. To identify how many have applied or availed loans from PM SVANidhi Yojana.
6. To understand the issue of rent payment for street vending and how possession of valid ID card or vending certificate affects the issue of street vending and the earnings of street vendors.
7. To understand the expectations of the street vendors vis-a-vis support from the government.

Method of Data Collection

We have collected secondary data for the purpose of understanding the issue of street vendors, the position of law on the issue of street vendors, the issues faced by them, the progress already made in studying street vendors, and to figure out the new dimensions we can explore

and bring out from our research. The primary data we collected is through questionnaire. Based on the objectives of the research, we have designed the questions to adequately capture the data required to meet the objectives we set out to. The majority of questions are closed-ended which are directly amenable to statistical analysis while the open-ended questions need to be processed to be able to draw meaningful observations. In closed-ended questions we used multiple-choice questions and 7-point Likert scale to understand the ease or difficulty in doing a particular task.

Limitations of the Study

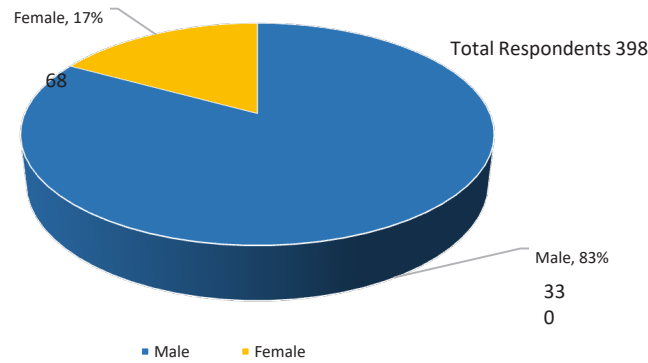
Some of the respondents expressed their concern if their details will be used to target them. Their fears were allayed by explaining to them that no personal data is collected including name or phone number that can help trace an interviewee to a particular person. For fear of internal politics in street vending associations or other groups they may be part of, it was possible that the respondents would try to give non-controversial responses in the presence of fellow street vendors. To get genuine responses from the respondents to the extent possible, the questionnaire was put forth by ensuring safe distance from his fellow street vendors.

Demographics of Street Vendors

Gender Composition of Street Vendors

- The gender composition of street vendors is predominantly male, refer Fig. 3. This could be because of the harsh conditions in which street vendors have to work without any facilities for child care or toilets, etc.
- Eighty three per cent (330 out of 398) respondents are male and only 17 per cent (68 out of 398) are female, refer Fig. 3.
- The average age of male street vendors is 43 years. The minimum age is 12 and the maximum age is 90 years.
- Average age of female street vendors is 47 years, higher than the average of male street vendors. The minimum age of female street vendors is 24 and the highest age being 86 years.
- No women under 24 years are working as street vendors while there are considerable number of boys and men under 24 years.

Fig. 3: Gender Composition of Street Vendors Surveyed

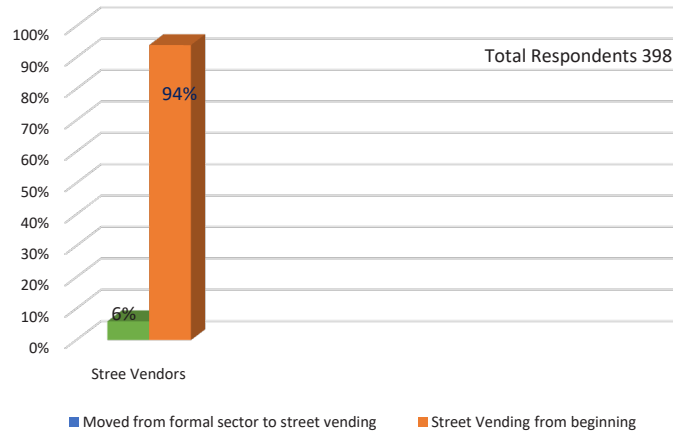


Source: Author.

Mobility of Street Vendors from the formal sector to street vending

There is very little, six per cent, mobility of people from organised sector to street vending, refer Fig. 4. A whopping 94 per cent of the street vendors have not worked in organised sector before street vending.

Fig. 4: Extent of mobility of people from formal sector to street vending



Source: Author.

Migration of Street Vendors during Covid-19 Lockdown

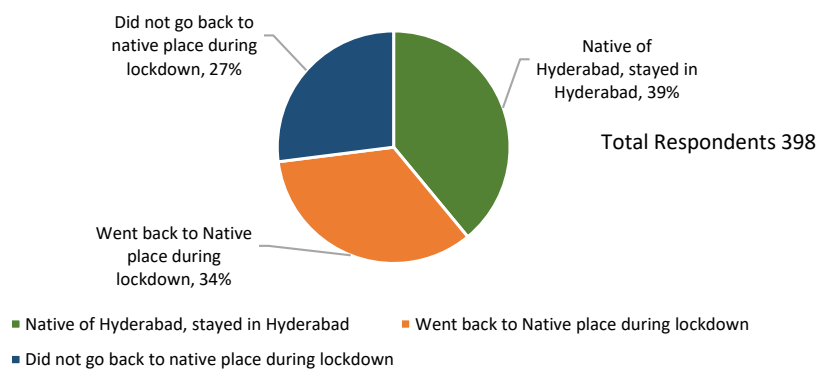
There has been a significant migration of street vendors during lockdown, refer Fig. 5.

- Thirty four per cent of the respondents said that they went back to their village.

- Twenty seven per cent said that they stayed back in Hyderabad instead of going back to their native place in spite of lockdown.
- Thirty nine per cent have said that they are natives of Hyderabad and stayed back in Hyderabad.

We can infer from this data that 61 per cent of the street vendors are migrants who came to Hyderabad in search of work.

Fig. 5: Migration of street vendors during lockdown



Source: Author.

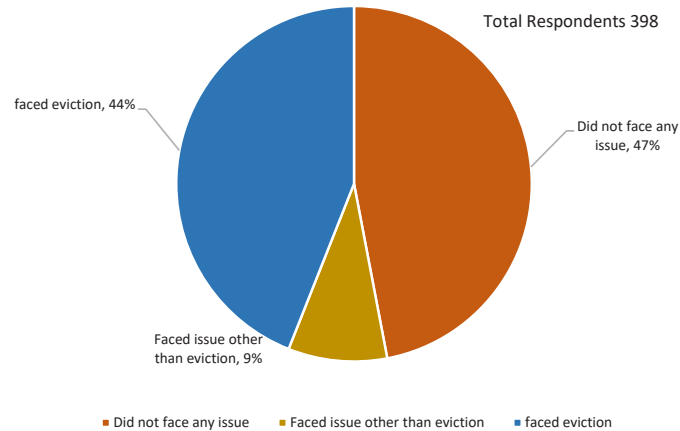
Number of Years Working as Street Vendor

- The average number of years from which a person has been working as a street vendor is 8 years 2 months.
- The range of years of working as street vendor is from one month to 30 years maximum.
- The average years of experience of a street vendor is eight years while the maximum being 30 years shows that the average experience is very close to the minimum than midway of minimum and maximum that is 15 years. This indicates that there could be regular influx and outflux of people into street vending for various reasons and needs further research to ascertain.

Street Vendors Facing Issues while Conducting Business

- Fifty three per cent (211 out of 398) have said that they faced some issues while selling their goods, refer Fig. 6.
- Forty seven per cent said that they did not face any issue while selling their goods.
- Forty four per cent (175 out of 398) faced eviction at least once.

Fig. 6: Percentage of Street Vendors facing issues while conducting business



Source: Author.

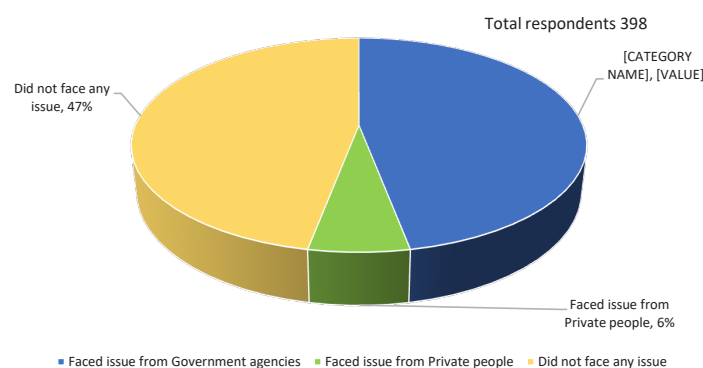
People from whom street vendors face issue

- Forty seven per cent said they faced issues from government agencies, refer Fig. 7.
- Though small, six per cent said that they faced issues from private people. It can be understood from this that non-state, private people are also causing trouble to street vendors.

Awareness of Street Vendors Regarding Protection under Law

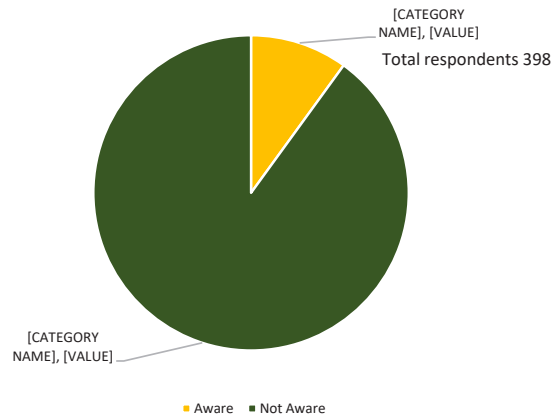
- Ninety per cent (358 out of 398) have said they are not aware of their rights under street Vendors Act, refer Fig. 8.

Fig. 7: People from whom street vendors face issue



Source: Author.

Fig. 8: Awareness of Street Vendors regarding protection for them under law



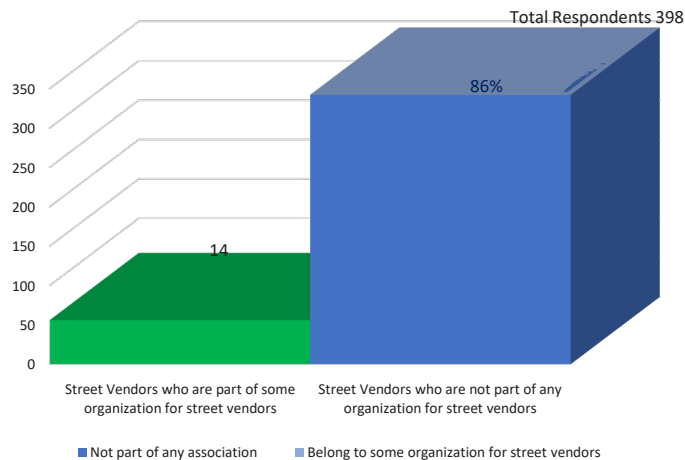
Source: Author.

- There is a massive gap in awareness of the street vendors regarding their rights and schemes of the government.

Street Vendors who are part of any Organisation for Street Vendors

- A massive 86 per cent (342 out of 398) said they are not part of any organisation related to street vendors, refer Fig. 9.
- Only a meager 14 per cent (56 out of 398) said they belong to some kind of organisation for street vendors.

Fig. 9: Percentage of Street vendors who are part of any organisation for street vendors

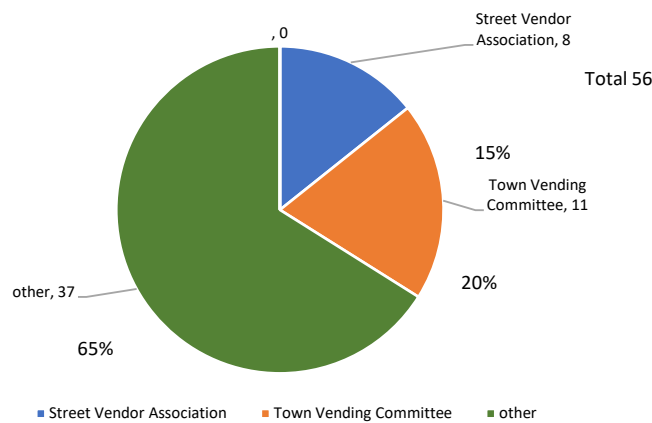


Source: Author.

Different Organisations Street Vendors are Part of

- Out of the 56 people who are part of some organisation for street vendors, 15 per cent (8 out of 56) are part of street vendors association, refer Fig. 10.
- Twenty per cent (11 out of 56) are part of Town Vending Committee (TVC), and
- Sixty five per cent (37 out of 56) are part of other groups or organisations for street vendors, refer Fig. 10.

Fig. 10: Different organisations and Associations street vendors are part of



Source: Author.

Street Vendors in Possession of ID Cards or Certificate of Vending

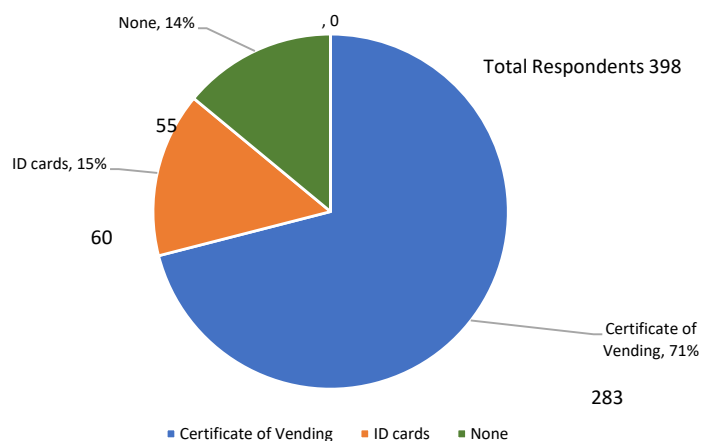
Surveying the street vendors and issuing ID cards or Certificate of Vending as per 2014 Act for protection of street vendors is a very important step in the direction of legal recognition of street vendors. As per GHMC, a total of 1,62,000 (one lakh fifty-two thousand) street vendors Hyderabad Municipal Council have been surveyed and 1,54,000 (one lakh fifty-four thousand) have been issued identity cards. The study found that:

- Seventy one per cent (283 out of 398) respondents had certificate of vending, refer Fig. 11, and 15 per cent (60 out of 398) had ID cards, a total of 86 per cent of the street vendors had government-issued identity cards.
- Only 14 per cent (55 out of 398) did not possess any kind of government issued identity card.

This is a very important milestone achieved by the municipal

authorities as this is the foundation on which any effort to support the street vendors can be extended.

Fig. 11: Street Vendors in possession of ID cards or Certificate of Vending



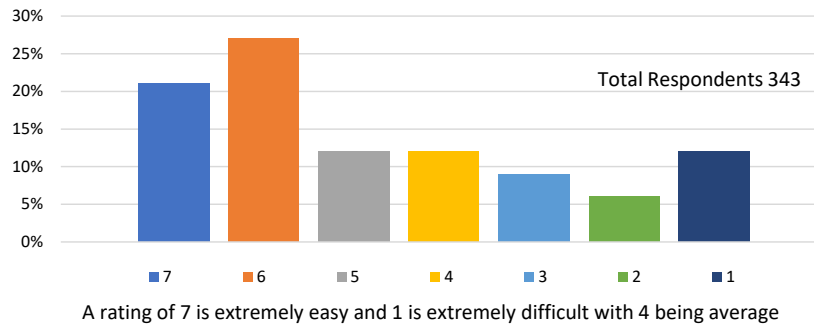
Source: Author

The Extent of ease of application process for ID cards or Vending Certificates

Of the 343 street vendors who had a government-issued ID card or Certificate shown in Fig. 12, on a 7-point Likert scale:

- Twenty eight per cent have rated the application process 7, which means extremely easy, refer Fig. 10.
- Twenty two per cent have rated it 6 which mean to them is very easy. In free-wheeling chat, they have revealed that the municipal authorities have themselves conducted drives to issue ID cards and have come down to their stall, took their details, and issued ID cards.
- Thirteen per cent found the process to be easy and nine per cent have found the process to be average.
- A total of 72 per cent have found the process of applying to be average to extremely easy, while 28 per cent have found the process difficult to extremely difficult. 72 per cent respondents finding the process to be average to extremely easy is commendable.

Fig. 12: The Extent of ease or difficulty in applying for ID card or Certificate of Vending on a 7-point Likert Scale



Source: Author.

- The average number of days in which identity cards or certificates were issued is 34.
- The maximum number of days is 150 and minimum is 10 days.

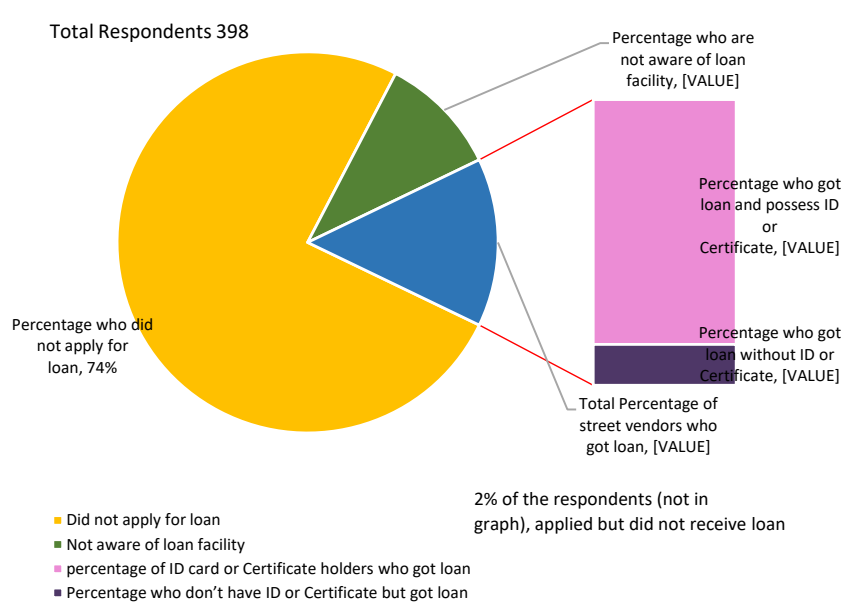
We can observe that the average time for issuance of ID cards is way closer to the minimum number of days for issuing the same. The time taken to issue ID cards or certificates is very reasonable overall.

Loans under PM SVANidhi Yojana: Percentage distribution of street vendors w.r.t loan application and sanction

- Sixteen per cent (64 of 398) have applied for the loan, refer Fig. 13. 14 per cent (56 of 398) have received the loan. This is a massive success as 88 per cent of those who applied have got the loan.
- One per cent (4 out of 398) did not receive the loan, while another one per cent (4 out of 398) had loan sanctioned but not disbursed yet.
- Two per cent (8 out of 398) of the respondents who received the loan did not possess any kind of identity proof. Interestingly, the PM SVANidhi Yojana mentions that even those without valid proof of identity would be considered for loans under this scheme provided they were surveyed by TVCs. Clearly, this provision of the scheme has helped two per cent of the street vendors, that is 14 per cent of the total beneficiaries of the scheme.
- Seventy four per cent of the respondents have said that they

did not apply for the loan, 10 per cent said they were not aware of the loan facility.

Fig. 13: Percentage distribution of street vendors w.r.t loan application and sanction



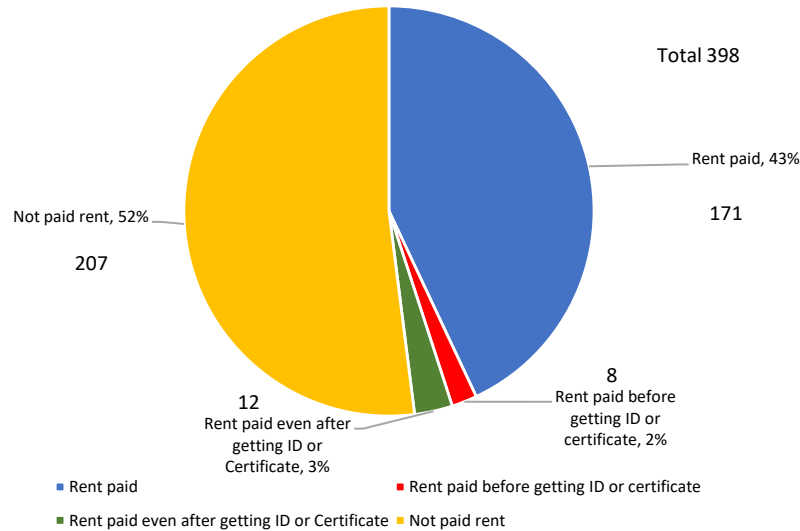
Source: Author.

Rent Payment by Street Vendors

Though the issue of rent payment is beyond the scope of PM SVANidhi Yojana whose purpose is provision of micro-finance, the study has included this issue as it is flagged by significant number of respondents.

- Forty three per cent (171 of 398) have said that they paid rent to run their business, refer Fig. 14.
- Two per cent (8 out of 398) have said that they paid rent before they got ID card or Certificate, while three per cent (12 out of 398) have said that they paid rent even after getting ID card or Certificate.
- So, a total of 48 per cent have paid rent at least once, while 46 per cent (183 of 398) say they pay rent irrespective of ID card or Certificate.
- Fifty two per cent have not paid any kind of rent to run their business.

Fig. 14: Rent Payment by Street Vendors



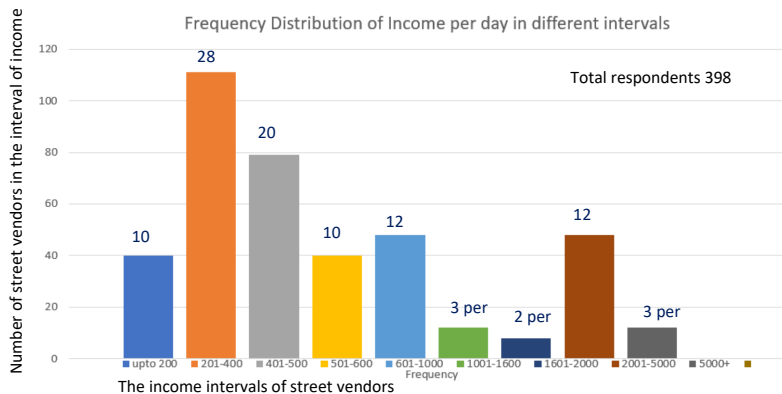
Source: Author.

Frequency Distribution of Income per day earned by Street Vendors

- The average income per month of all street vendors is Rs. 31,026 (thirty-one thousand twenty-six rupees), refer Fig. 15.
- The average number of days a street vendor works is 28 with an overwhelming majority working entire 30 days a month.
- Eighty per cent of the street vendors earn below Rs. 1000 per day.
- Forty eight per cent of the street vendors earn between Rs.200 and Rs.500 per day.
- Fifteen per cent of the street vendors earn above Rs. 2000 per day.
- To better understand the income of street vendors, the vast majority of 80 per cent of street vendors who earn up to Rs.1000 per day are considered for analysis.

The average monthly rent paid by the street vendors earning up to Rs. 1000 per month is Rs. 900. The average monthly income of street vendors who earn up to Rs. 1000 per month (they constitute 80 per cent of the total respondents) is Rs.12,574. The percentage of income lost per month due to rent payment is seven per cent which is a considerable amount. Only 15 per cent of the people earn above Rs. 1000 per day

Fig. 15: Frequency distribution of income per day in different intervals



Source: Author.

and 12 per cent earn between Rs. 2000 to Rs. 5000, this bracket of street vendors would not be adversely impacted due to rent payment.

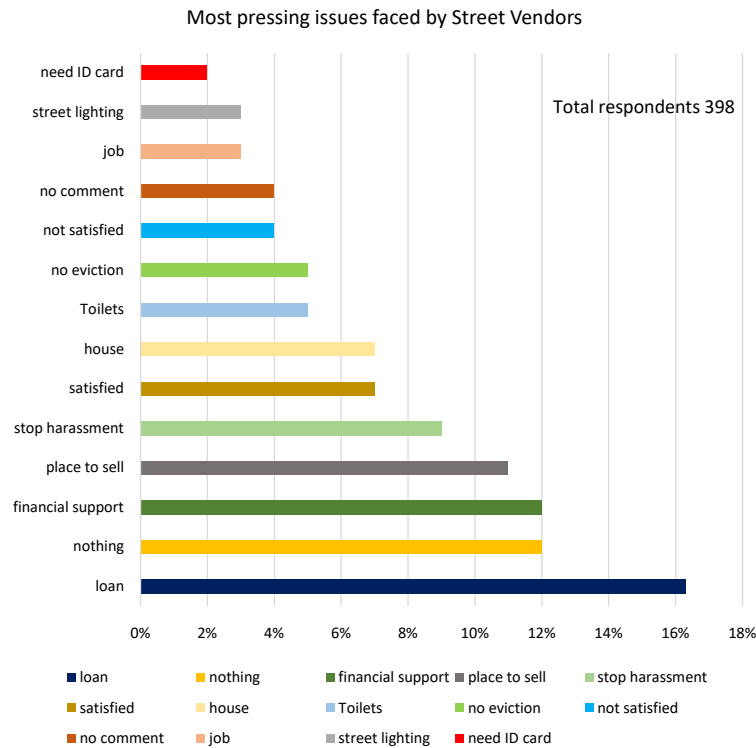
The perspective of the street vendors and the support they expect from government

From the free-wheeling chat with street vendors the following are the issues of importance:

- Sixteen per cent of the respondents said that they need loan, refer Fig. 16, followed by 12 per cent who wanted some kind of financial support from government through subsidies or education loans.
- Interestingly 12 per cent said that they want nothing and they are good as they are.
- Eleven per cent said they want “a place to sell” their goods. Nine per cent of the respondents said that they don’t want harassment.
- Seven per cent of the respondents said that they are satisfied with how they are able to carry out their business, while four per cent said they are not satisfied.
- Five per cent each said they want toilets and don’t want eviction. Four per cent refused to comment. Three per cent each said they want alternate jobs and street lighting. Two per cent said they want ID cards.

These percentages are not indicative of the percentage of street vendors facing these problems. In a freewheeling chat, when we asked

Fig. 16: Issues flagged by Street Vendors



them what they wanted from the government, they would come up with the most important thing they wanted. It can be seen clearly from the graph that securing loans is the most pressing issue for 16 per cent of the people only and so on.

OBSERVATIONS AND SUGGESTIONS

PM SVANidhi Yojana clocks a massive success rate of giving loans to 88 per cent of the respondents who applied for loan by ensuring that no street vendor who wants a loan would be left out. The thrust for increasing digital transactions is a win-win for both the street vendor and the customer. By making microfinance available for street vendors without collateral, PM SVANidhi Yojana has effectively minimised the dependency of micro-entrepreneurs on private financiers who charge high interest rates. However, the study tries to bring out all the issues faced by street vendors and suggest possible areas that can be addressed by future policies.

Our study brings out the huge difference between participation

of women and men in street vending. Only 17 per cent of the total respondents are female. Increased participation of women in every field is essential to empower women to gain financial freedom. Measures need to be taken to make public spaces safer and more conducive for women to carry on street vending.

Our study reveals that 44 per cent of the total respondents have faced eviction. During the freewheeling chat, one of the major concerns raised by the street vendors is to stop eviction and to show them a place to sell their goods. This shows that the street vendors are willing to change location if the authorities show them a place to sell their goods.

One of the major findings of this study is the massive lack of awareness and lack of organisation among street vendors. 90 per cent of the street vendors do not even know that they are protected by law. 10 per cent of the street vendors did not even hear about PM SVANidhi Yojana and did not apply for loan. They wanted the government to take steps to ensure the information reaches them. One of the reasons for this lack of awareness can be because of the vast majority of 86 per cent not being part of any organisation for street vendors.

Street vendors who earn up to Rs.1000 earn an average of Rs. 12,574 per month and pay an average monthly rent of Rs. 900 which is a loss of seven per cent. For a paltry income of 12,574 per month in a city, a loss of seven per cent is huge. If the authorities could work out on a solution to stop rent collection, street vendors would be greatly benefitted.

We contacted GHMC officials on the issue of harassment and rent collection of street vendors. GHMC officials said that under the Dispute Redressal System there is a grievance redressal committee at the state level and at the district level under the district collector. Any street vendor who has a grievance has to complain to the grievance redressal committee in writing and the committee will conduct enquiry and revert within 30 days.

It is good that systems are in place for grievance redressal of street vendors. However, governance should reach the doorstep of the beneficiary to the extent possible. Rarely does a street vendor has the courage to approach a district collector or state level committee to complain about the average Rs. 900 per month rents paid by them. While it is commendable that such high authorities are placed in charge of grievance redressal of street vendors, the solution largely lies in ensuring that those who possess valid ID or Certificate are not harassed and those non-state actors who trouble street vendors be brought to book.

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