



Case-1

There are more than five thousand towns and twenty seven big cities in India. Big cities like Chennai, Mumbai, Delhi, Kolkata etc. have more than a million people living and working here.

Working on the street:

The city where my cousin lives. A large number of people in the city work on the streets. In a survey of Ahmedabad city it was found that 12 per cent of all the workers in the city were people working on the street. They sometimes sell things or repair them or provide a service. They work on their own. They are not employed by anyone and therefore have to organize their own work. They have to plan how much to purchase, as well as where and how to set up their shops. Their shops are usually temporary structures: sometimes just some boards or papers spread over discarded boxes or maybe a canvas sheet hung up on a few poles. They may also use their own carts or simply a plastic sheet spread on the pavement. They can be asked to dismantle their shops at any time by the police. They have no security. There are certain parts of the city where these hawkers are not allowed to enter.

Vendors sell things that are often prepared at home by their families who purchase, clean, sort and make them ready to sell.

Case-2

In the market:

When we reached the market the shops were just beginning to open. But the place was already crowded because of the festival season. There were rows and rows of shops selling sweets, toys, clothes, footwear, utensils, electronic goods, etc. There was a dentist's clinic also at one end. My cousin had an appointment with the dentist. We went there first so that we would not miss our turn. We had to wait for a while in a room before she was called inside. The dentist examined her and asked her to come back the following day to get a cavity in her tooth filled. My cousin was scared because she thought the process would be painful and was upset that she had allowed her teeth to go bad. From the dental clinic she took me to a new garment showroom because I wanted to buy some readymade clothes. The showroom had three floors. Each floor had different types of clothes. We went to the third floor where clothes for girls were kept.

Case -3

Harpreet and Vandana:

Businesspersons

My father and uncle worked in a small shop. During festival times and on Sundays my mother and I helped them in the shop. I started working there only after I completed my college. (Harpreet)

We open this showroom some years ago. I'm a dress designer. Our business has changed. These days people prefer to buy readymade clothes, rather than have them stitched. The trend these days is for readymade garments. You also need an attractive display for them (Vandana)

For our showroom, we buy things from different places. We buy most of the materials from Mumbai, Ahmedabad, Ludhiana and Tripura. Some materials also come from Noida and Gurgaon, towns near Delhi. We get some dress items from foreign countries too. There are several things we need to do to run this showroom





property. We advertise in various newspapers, cinema theatres, television and radio channels. Currently, this building is rented but soon, we plan to buy it. Ever since this market has become the main market for people living in the surrounding apartments our business has grown. We've been able to buy a car and book a flat in an apartment complex nearby.

Like harpreet and vandana there are many people who own shops in various markets of the city. These shops may be small or large and they sell different things. These are permanent shops that are given licence to do business by the municipal corporation. The municipal corporation also decides on which day of the week the market has to remain closed.

Case: 4

In the factory- workshop Area

I wanted to have zari work done on one of my dresses which I needed for a special occasion. My cousin said that she knew nirmala who works in a garment factory. Nirmala's neighbours do zari work and embroidery. So we caught a bus and headed towards the factory area. The bus was really crowded. At every stop more and more people got on and hardly anyone seemed to get off. People were pushing others to make more space for themselves. My cousin guided me to a corner so that we wouldn't get squashed. I wondered how people travel like this every day. As the bus entered the factory area people started getting off. We also got off soon at a crossing. What a relief that was!

There were a large number of people sitting on railings or in groups at the crossing. They seemed to be waiting for someone. Some groups had people on scooters standing by and talking with them. My cousin explained that this place was called "labour chowk". These were daily wage labourers who work as helpers to masons. They dig at construction sites, lift loads or unload trucks in the market, dig pipelines and telephone cable and also build roads. There are thousands of such casual workers in the city.

We entered the factory area to find it full of small workshops. There seemed to be endless rows of them. In one section we saw people working in small room on sewing machines where cloth was being stitched. One person operated one sewing machine. Clothes that had been stitched were stacked on one side of the room.

We located nirmala in the stitching unit. She was happy to meet my cousin and promised to get zari work done on my dress. Nirmala works as a tailor in an export garment unit. The factory where she works makes summer clothes for people in foreign countries like U.S.A., U.K., Germany and the Netherlands. Workers like nirmala have to work very long hours in the months from December to april. A normal working day begins at 9 a.m. and finishes only by 10 p.m., sometimes even later. She works for six days a week. At times when the work needs to be done urgently, she works for six days a week. At times when the work needs to be done urgently. She works on Sundays, too. Nirmala is paid Rs 80 a day for eight hours and Rs 40 extra for working late. By june the work is over and the factory reduces its staff. Nirmala will also be asked to leave. For about three or four months in the year, there is no work for her.

Most workers, like Nirmala, are employed on what is known as casual basis i.e. they are required to come as and when the employer needs them. They are



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employed when the employer gets large orders or during certain seasons. At other times of the year they have to find some other work.

Case-5

In the office area:

My aunt, sudha works as a marketing manager. She had asked us to reach her office before 5.30 p.m. we thought we'd get late so we took an auto rickshaw that managed to get us there just in time. Her office was in an area surrounded by tall buildings. There were hundreds of people coming out. Some headed for the car park while others went towards the row of buses.

My aunt is a marketing manager in a company which manufactures biscuits. The factory where the biscuits are made is outside the city. She supervises the work of 50 salespersons who travel to different parts of the city. They get orders from shopkeepers and collect payments from them. She has divided the city into six regions and once a week she meets the salesperson of each region. She checks their progress report and discusses problems they face. She has to plan the sales in the entire city and often has to work late and travel to different places.

She gets a regular salary every month and is a permanent workers with the company. She can expect her job to continue for a long period of time. Being a permanent worker she also gets other benefits such as the following:

Saving for old age: A part of her salary is kept in a fund with the government. She will earn interest on these savings. When she retires from this job she will get this money and she can then live on that.

Holidays: she gets off on Sundays and national holidays. She also gets some days as annual leave.

Medical facilities for her family: her company pays the medical expenses up to a certain amount for her and her family members. She gets medical leaves if she falls ill and her salary is not cut if she takes this leave.

There are many workers in the city who work in offices, factories, and government departments where they are employed as regular and permanent workers.

They attend the same office or factory regularly. Their work is clearly identified. They get a regular salary. Unlike casual workers will not be asked to leave if the factory does have much work.

At the end of the day we go into my aunt's car, exhausted. But it had been so much fun! And I thought how interesting that so many people do so many different things in the city. They've probably never met each other but it is their work that ties them together and helps to make up city life.

Urban Livelihood

A large number of people live in our towns and cities. This is due to the variety of job available in urban areas. From administration to education, and banking to health, there are many job opportunities in urban areas.

Industries

Many towns and cities grow up around manufacturing industries. For example, Mumbai grew around the textile industry. Factories manufacture a variety of thing such as plastic good, cloth, garments, footwear, electronic goods, paper, machinery, etc. There are also bakeries, which make bread and other eatables. The various factories that make up these industries employ thousands of people. These people work for a certain number of hours in the factory and get a fixed



wage or salary at the end of each month. People who get regular employment are assured of a fixed income throughout the year. In some industries, like the iron and steel industry, the manufacturing process goes on without a stop. In such places, people work in shifts. There are three shifts of eight hours each day.

Services

The service industry employs more than half the people working in the cities. Shopkeepers, auto rickshaw and taxi drivers, teachers, doctors, and nurses all provide us with some services. Banks, insurance agencies, the railways, and the postal and telephone services are service providers that employ millions of people across the country. Doctor, journalists, lawyers, teachers, and bankers, are called professionals, as they follow a chosen profession. Doctors and nurses help cure the sick. Many doctors work in hospitals and earn a fixed salary. Some however set up their own clinics and practice independently. Teachers teach children in schools and colleges. These days numerous centers that offer extra coaching to students. Such 'coaching center' also employ several teachers. People who work in banks help people manage their money. They also work for a monthly salary. Shopkeeper and business organisations maintain the flow of goods and services in the city. They provide people with everything they need or want. Their income depends on the profits they make from their sales. Unlike people who earn a fixed salary, the earnings of those who run their own business varies a lot from month to month. A large number of young people today are opting to become entrepreneurs rather than working for someone else.

Another major source of employment in cities these days are business process outsourcing (BPO) units. Many companies abroad outsource some of their processes like billing to BPO unit in India because it is cheaper to have the work done here. Call centers also BPO units. They are centralized offices which handle large volumes of information by telephone. For example, a computer, or how to solve problems they might have encountered while working on their machines. The computer company asks a call centre to handle all such calls and solve the customer's problems by telephone.

Migration

More and more people are moving from rural areas to urban areas in search of jobs. This movement is called migration. There are many more job opportunities available in cities compared to villages. This encourages people to migrate to the cities leaving their homes in the villages.

What is the reason for this migration?

- Lack of educational opportunities in rural areas
- Lack of adequate health facilities in rural areas
- Seasonal agriculture
- Lack of employment in the rural sector
- The attractiveness of city life

Having moved to the cities, the migrants generally settle in the poor areas of the city. They may not have electricity, water or drainage. In the course of time these areas develop into slums. The slum dwellers are the urban poor, that is, daily-wage workers, casual labourers, domestic servants, rickshaw pullers, hotel boys, and so on.



Unemployment

Even though employment opportunities are available in rural and urban areas, these are millions of people in India who do not find the right job. In rural areas, seasonal unemployment is a problem, while in urban areas many educated persons are unemployed. This is because they lack soft like communication skills or have had fewer educational opportunities because of their socio-economic background.

A number of measures have been taken for the removal of poverty and unemployment in India. The National Rural Employment Guarantee Act, the National Food for Work programme, the Prime Minister's Rozgar Yojana the Swarnjayanti Gram Swarozgar Yojana, skill development programmes is some of the schemes formulated by the government to remove poverty and unemployment. The government provides loans to self help groups to start small and cottage industries.

