

The Voice of the Urban Poor in Large Development Projects: Case of Mumbai Shopkeeper Resettlement

The Problem:

Mumbai's notorious history of apathetic "Slum Clearance" inherently conflicting with World Bank-assisted Transport Project's (M.U.T.P.) Resettlement.

Led to unprecedented eviction, haphazard resettlement & lack of compensation for over 120,000 people and businesses in a programme driven by Private Developers. Suspended in 2006 by World Bank Management based on findings from The Inspection Panel which confirmed Affected-Citizens' complaints regarding gross violations in World Bank's Resettlement and Rehabilitation Policies (R&R).



Research Question:

Citizen's Voice – Impact of Urban Poor mobilising through Quasi-judicial mechanisms like World Bank Inspection Panel to express their complaints against inequitable Involuntary Resettlement?

Equitable Shopkeeper Resettlement – Project Authorities' responsiveness to the needs of the displaced and resettled MUTP-affected shopkeepers, in particular Medium-Size Shopkeepers whose Resettlement & Rehabilitation (R&R) needs are different than household-based shops and informal street vendors. Also, whether similar but "less vocal" MUTP-affected shopkeepers were provided with similar resettlement benefits?

Ground Reality – Outcome of 2007 M.U.T.P. redesign still underway, and whether certain stakeholder groups benefited more than others?



Expected Outcomes:

Citizen's Voice – What was unique in the case of Mumbai for the Urban Poor and Civil Society to drive the suspension of \$1 Billion Urban Infrastructure Project?

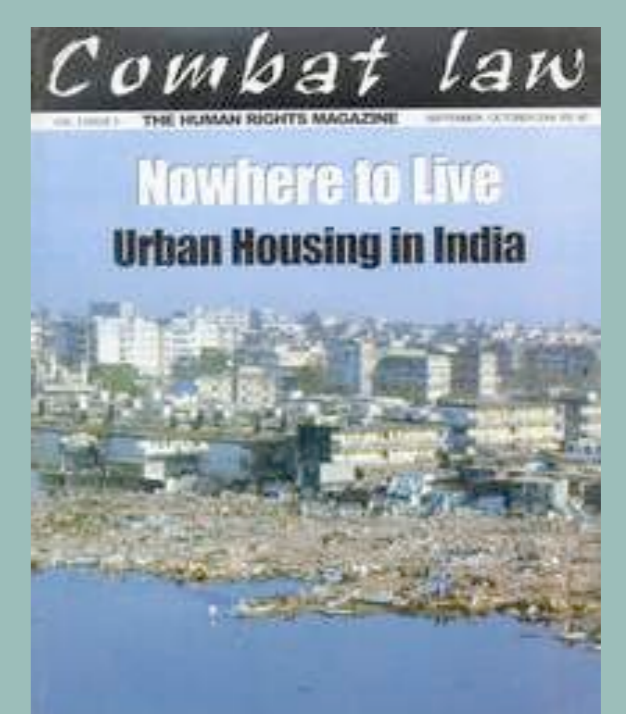
Equitable Shopkeeper Resettlement – Extent that MUTP Project Authorities were responsive to the needs of Informal Shopkeepers vis-à-vis more acceptable norms of adequate R&R policies and practices, such as adequate and consensual alternate commercial shop sites and space, transportation linkages, access to consumer base, basic trunk infrastructure, initial income restoration grants for start-up costs and compensation for asset and income losses during displacement?



Ground Reality – Sample snapshot whether dissatisfied and Involuntary Resettled informal businesses and their households were provided with better Resettlement Units and compensation for Welfare Losses such as livelihoods.

Approach & Methodology:

- 1. Case Study** of Urban Poor mobilising their Voice against inequitable Involuntary Resettlement.
- 2. Semi-Structured Interviews and Analysis** of negotiations and political trade-offs between the World Bank and Mumbai Government Officials.
- 3. Ex-post Facto Sample Surveys** of Displaced Small- and Medium-Size Informal businesses' welfare shifts.



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