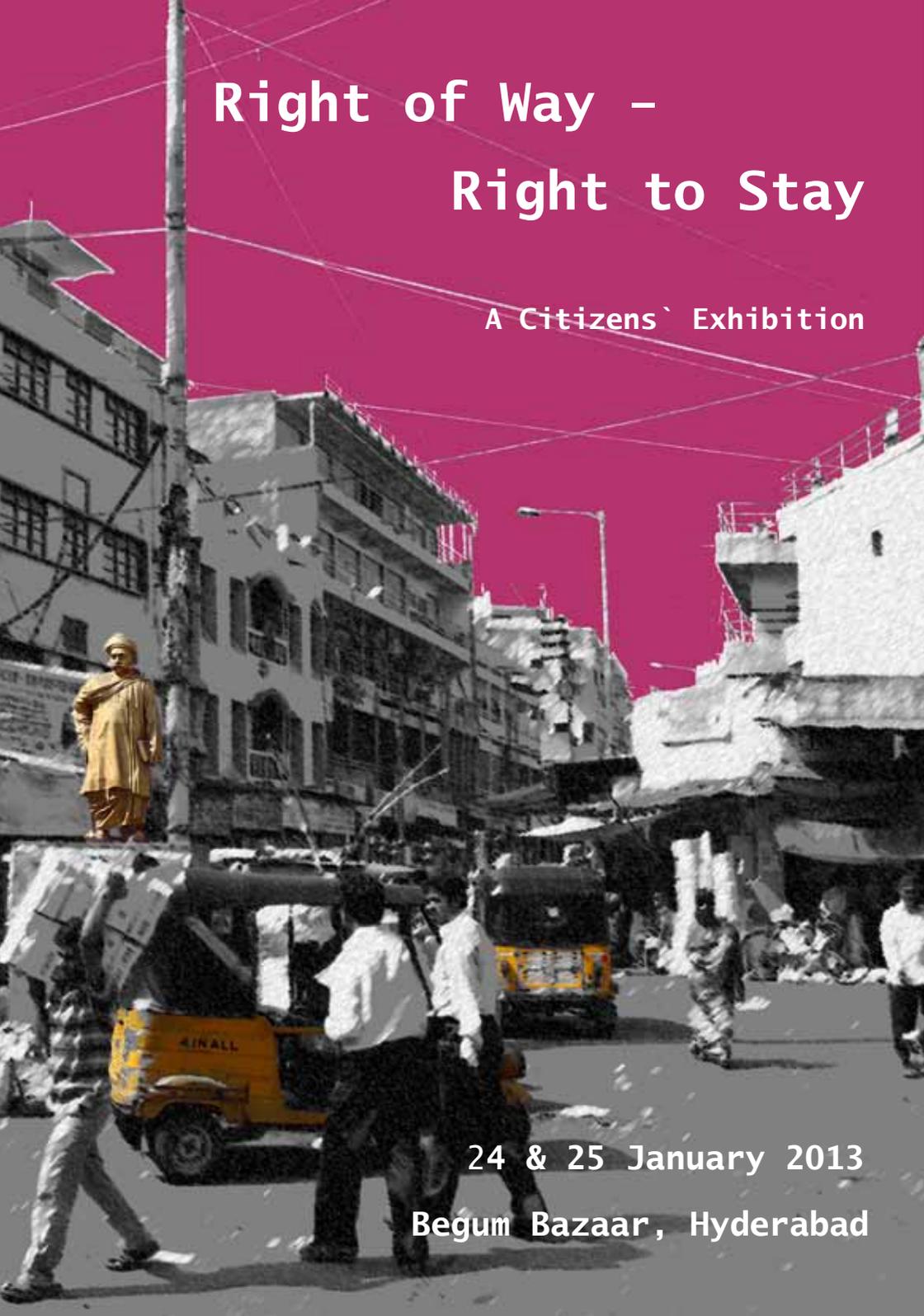


# Right of Way – Right to Stay

A Citizens` Exhibition



24 & 25 January 2013

Begum Bazaar, Hyderabad

# Right of Way – Right to Stay

## A Citizens` Exhibition

**Hyderabad is a rapidly growing megacity, unoccupied open space – public space, road space – is becoming less available.** Motor vehicles occupy large parts of available space, leaving little room for walking, cycling, street vending and other uses. Especially walking has become hazardous in Hyderabad.

Motorized vehicles have many advantages, but they need a lot of space and also cause pollution, noise and accidents. The increasing traffic has become a problem for everyday life of the citizens. In a market area like Begum Bazaar, business and people depend on passenger and goods transportation, but also suffer from the traffic. How do they deal with the traffic? According to them, how can the situation be improved? **In this Citizens` Exhibition people will speak about their experiences with traffic in Begum Bazaar, related to their everyday life and work. And they will provide ideas and solutions for a more convenient Begum Bazaar!**

A focus within the Indo-German project “Sustainable Hyderabad” is to promote sustainable transportation development by **integrating citizen perspective into the planning process.** With the help of this Citizens` Exhibition a process of discussion and public dialogue on traffic and transport will be initiated, bringing together citizens, planners and decision makers.

This Citizens` Exhibition is the second one in Hyderabad. A successful exhibition has been conducted in Tarnaka Ward in 2009.

This exhibition has been organized by :

**nexus institute for cooperation management and interdisciplinary research, Berlin/ Germany**

in cooperation with **Technical University Berlin, Department of Urban and Regional Planning** and **Habitat Forum Berlin**

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# Begum Bazaar – a market in transformation

## **Begum Bazaar is vibrant market area in the heart of Hyderabad.**

Ask any Hyderabadi, she or he will know about this historical wholesale market, where one can get virtually everything for the best price: Vessels, China items, Kirana, dry fruit... Today the market's businesses deliver to every corner of the state and neighboring states. Begum Bazaar is also popular for retail shopping.

Begum Bazaar was founded in the 18th century and is named after Humda Begum, wife of Nizam-ul-Mulk, Asaf Jah II. It has always been a place of broad ethnic and religious diversity, embracing newcomers with open arms. Early migrants from the north of India set up businesses and made their new homes here. Lately the area attracts migrants from all over Andhra Pradesh and neighboring states.

**Hyderabad is a city in transformation.** Likewise the appearance of Begum Bazaar has changed in the last 15 years. Old buildings have been redeveloped into five and six-story structures. New businesses have opened that attract particularly retail customers. Passenger and goods transportation have increased.

Heavy trucks, tricycles, auto rickshaws and cars need to share the little available road space with pedestrians and street vendors. The result is that traffic jams have become daily routine, affecting people's everyday life and work in the area negatively. Those who daily work in the streets are the ones who suffer the most - rickshaw drivers, waste pickers, tricycle riders, goods drivers and street vendors.

**Despite its popularity, Begum Bazaar is today known as one of the most crowded places in the city.** Customers coming to the market – mostly women - have a tough time while shopping here as basic amenities are not provided - a safe walking environment and hygienic sanitation.

**But Begum Bazaar has received little attention by the city's authorities.** Urgent measures need to be taken to improve the conditions for living, working and shopping in the area.

# Kundan Singh

## Rickshaw Driver

Born 1952 in Hyderabad

Ancestors from Uttar Pradesh



### [ Work ]

**“Since 44 years I work as an auto driver.**

I always wait for costumers at the auto stand opposite Osmania Hospital. I work here only because people know me very well. Particularly women trust me and they call me in case they need a driver.

There are twenty colleagues at this auto stand, they are all my friends. Also new drivers come here, that is good for me, because when I am tired, someone else can take the passenger. Everyone is friendly here. This is special about the area.”

### [ Change ]

**“So many new people arrived here in recent days.** Here was not much traffic before, but now it is very crowded. Because the number of two wheelers increased, I have fewer costumers now. Also the number of cars increased. They have become cheaper, now a normal guy can afford a car also.”

### [ Traffic Situation ]

**“The streets of Begum Bazaar are very crowded, except for Sundays.** Traffic jams are everywhere. It is because people rush, there is no discipline. People do shout at each other when they are stuck in traffic, but I don't do so. I know that fighting is not useful.

Because of the traffic I suffer headaches and high blood pressure. Pollution also affects my lungs.”

### [ Future, improvement of situation ]

**“Unfortunately there will be no change in the future.** The crowd is because of the shops, but they will not shift somewhere else. Maybe a flyover would improve the traffic situation?”





## Mohammed Ismail

Manager in Transportation Agency

Born in Sangareddy

In Hyderabad since 1990

### [ Work ]

**“For more than 20 years I am working in the transportation business.** My agency delivers goods from Hyderabad to other cities in Andhra Pradesh. As manager I am responsible for booking of the orders.

I started to work in transportation, because I know this field very well. My relatives also work in the transportation of goods in other parts of the city.”

### [ Change, Traffic ]

**“Nowadays people from many districts come to buy in Begum Bazaar.**

Traffic increased a lot here, that’s why the government restricted the movement of large trucks in the city in daytime.

Due to this restriction we can only transport goods overnight.

Also the traffic inside the market affects us. When the tricycles get stuck in the traffic and are late, we also get late. We cannot do anything. Parking space for the truck to load and unload the goods is also a problem. Earlier we used to load four lorries per day, but because of these problems we can only load two lorries per day.

Feelkhana is also a residential area, residents are disturbed by the large trucks. If the number of shops and residents further increases it will become difficult to run the transportation business here.”



### [ Improvement of situation ]

**“The movement of trucks should be permitted more hours in daytime,** then we can load and send one more truck.

This transportation agency needs to stay here in Feelkhana, close to our customers.”

# Narasimlu

## Tricycle Driver

Born 1983 in Sangareddy

In Hyderabad since 1997



### [ Work ]

**“I am working in Begum Bazaar and Osman Gunj for 15 years now.**

I recently started the work as tricycle driver. Before I used to work in a shop and got a fixed salary. I changed the work, because in this job I can make more money. The more I work, the more money I get.

I deliver the goods from the shops to the transportation agencies. Mainly I work for one shop, because I am familiar with the owner for a long time.

My colleagues have fixed places at junctions or in front of shops where they wait for orders. No one objects to that. I don't have a fixed place because I am new in this business.”

### [ Traffic ]

**“My job is physically risky as I have to carry lots of goods on my rickshaw.** I can't see who is coming from behind. I need to go very slowly when fully loaded. By requesting the people and waiting for a while, I manage to move forward.

When traffic jams happen, sometimes people get angry at us. Because of fights and discussions it takes much more time to clear the traffic. I may lose one or two orders because of traffic jams.

Before I started this work I felt that the traffic won't be much of a problem. I was already habituated to the traffic, because I used to take goods on my bicycle from my shop.”

### [ Future, improvements ]

**“There should be dividers in the streets, and roads should be widened.** Where this is not applicable, traffic police should be appointed.”





# Kasthuri

## Shop Owner

Born in Hyderabad  
Ancestors from Madhya Pradesh

### [ Work ]

**“We opened this shop two years ago.** We sell kitchenware and crockery items. Earlier we run a business that was credit based, we made loss in that. In this business customers pay immediately.

My husband is the owner, I support him and take care of the shop sometimes.

Most of our customers nowadays are from Hyderabad. Earlier costumers from Andhra used to come, but not anymore. Business has become difficult because of that.”

### [ Traffic ]

**“The traffic has a negative effect on us.** This business relies on pedestrians passing by the shop, but in the street where our shop is, people go by vehicles mostly. Pedestrians face problems with the vehicles, that’s why they do not walk in our street.

Personally I am troubled because of the sound and dust pollution. The shop is completely open to the street, dust and noise is directly affecting us. Heavy noise is especially in the evening, when the trucks enter the area and traffic jams occur.”

### [ Future, improvements ]

**“Metro is under construction.** As soon as metro is available, people will use their private vehicles less and instead use public transportation. It will be cheaper, safe time and fuel also. With metro it will take only 15-20 minutes to come here, from the metro station to Begum Bazaar people will walk.



Overall, traffic will be less in Begum Bazaar, customers can walk freely here and that will benefit our business.”

# Sanjay Kumar

## Goods Driver

Born 1985 in Gulbarga, Karnataka

Came to Hyderabad in childhood



### [ Work ]

**"I have been working as auto driver for six years and since three years I work in Begum Bazaar.**

Earlier I used to carry passengers in an auto, then I became a goods driver.

My boss owns the vehicle I drive, he sends me to bring paper from here to Karimnagar, Guntur and other cities."

### [ Traffic ]

**"The streets of Begum Bazaar are very narrow.** And some streets are not in a good condition, they have huge potholes. It is very tough to operate here. When I want to make a turn with my vehicle, no one has the patience to wait. It is always a headache for me.

Parking vehicles in front of shops and residencies cause traffic jams, it makes the streets even narrower. That's the reason why I park my vehicle in front of a closed down shop, and walk to my shop. Over there it would cause a traffic jam.

People constantly overtake each other. Then the traffic will stuck. Even in traffic jams, vehicles do not stay in line but try to overtake and get in front.

Traffic police is not regulating traffic, they do not care about Begum Bazaar. I always follow traffic rules, but when the others do not, I cannot do anything."

### [ Future, improvements ]

**"Rather than constantly overtaking each other,** people should be educated to stay in a line when a traffic jam occurs. That is effective to clear the traffic jam. On certain roads a one-way regulation should be installed."









# Vijay

Shop Owner

Born in Hyderabad

Ancestors from Rajasthan

## [ Business ]

**“We are selling kitchen ware and vessels.”**

## [ Begum Bazaar ]

**“This is one of the oldest and most important markets of Hyderabad.**

But it lacks all the basic amenities for the costumers. The city doesn't invest anything, although it earns a lot of tax money from this area. They think “these people can manage on their own.”

It is difficult to change the situation, but nothing is impossible when there is political will.”

## [ Traffic, improvements ]

**“The traffic is a chaos.** People cannot walk freely here. Parking should be provided at Osmania Hospital and at the Fish Market and heavy vehicles should be banned inside the market, at least in peak hours.

Light vehicles could transport the costumers' goods from the shops to the parking lots. At Osmania Hospital, a junction with traffic signals needs to be built, giving direct access to Begum Bazaar. In the street from the hospital to Goshamahal only one way traffic should be allowed. The cel-lars of the buildings need to be restricted to the use of parking and not for commercial use.

At the Tilak junction, a traffic constable should be appointed, also a help desk, where costumers can ask for directions. Street vendors cause traffic jams, so dedicated spaces should be assigned to them.



Basic amenities need to be installed and security improved. Hygienic washrooms that are usable also by women and children should be provided.”

# Sunitha

## Waste Picker

Born in Kurnool District  
In Hyderabad since Childhood



### [ Work ]

**“Earlier my family used to do farming,** but because of floods we made loss, so we came to Hyderabad. All of my family members are waste pickers.

I am doing this job since my childhood. I am not educated, otherwise I would not do this job. We live in a hut at Afzal Gunj, many of the waste pickers live there.

There are 15-20 waste pickers working in Begum Bazaar, there are more at the fish market.

Mostly we collect plastics and cardboard. Also iron materials, but they are difficult to get. We take the waste to our home, there we make bundles of the different materials and then we sell it to a nearby shop.

I am disappointed with this work, but I got habituated to it. We work 12 hours a day, we don't even take one day rest. If we did, we would lose money, because waste is there every day.

Walking around the whole day is the biggest problem for me. People ask me: “How can you manage to walk in these streets?” But we have no option, we must tolerate the traffic. Luckily no accident in the traffic happened to us yet.

People in Begum Bazaar are good, they do not misbehave towards us. We have been working here for a long time, so they got familiar with us. Shop keepers directly give the waste to us.”

### [ Improvement of Situation ]

**“If we had one day rest in the week,** the situation would be much better. When I get married, maybe I can get out of this job, like my sister.”





## Viresh

Street Vendor

30 years old

Born in Hyderabad

### [ Work ]

**“In Begum Bazaar I have been selling sweet corn and other vegetables for twelve years.** My father was running this bandhi earlier.

I used to sell in other places, but business is much better here. The best locations are

junctions, because I get costumers from four sides.

Some shop keepers don't want that I place my bandhi in front of their shops. So I need to move through the gallies in daytime. Only in the evening I can place my bandhi at the junction.”

### [ Traffic ]

**“The heavy traffic is a problem for me.** When there is a traffic jam, people get angry at me. Because my bandhi reduces the road space. Then I need to move my bandhi forward.

I know that the street vendors like me are causing these traffic jams, but we also help to regulate the traffic. Traffic jams are also caused by shop keepers who place their goods on the street and the auto wallahs who stop wherever they want. The heavy vehicles also disrupt the traffic flow.

Although the traffic troubles me, I need to tolerate it for business purposes. When there is heavy traffic and a large crowd, it is beneficial for my business. When the traffic is stuck, then people get the opportunity to buy my goods.”



### [ Future, improvements ]

**“The traffic and the crowds need to be better regulated.** Four wheelers should not be allowed inside the market area. In general, this market area needs better maintenance. I would like to see it cleaner and less polluted.”

# Vimal and Vikram Jain

Wholesale Merchants

26 and 32 years old

Born in Hyderabad



## [ Work ]

**„Our father opened this business twenty years ago.** We mainly sell stationery and Chinese items in wholesale.“

## [ Change ]

**“The old buildings are gradually reconstructed into four or five story buildings.** In these lanes alone there have been 15-20 constructions in the last four years.

20 years ago, rent for the shop was very low. In a new building you need to pay a huge rent. These new shops are competitors to us. We need to sell for lower margins, otherwise we lose costumers.“

## [ Traffic ]

**“The reconstruction of the buildings is the main cause for the increase of traffic.** Most of the shop owners bring their own vehicles. Parking is also a problem. Instead of parking many of the new building complexes use their cellars for shops.

When we load and unload the goods, we need to keep the auto on the road. And in this area, almost everyone has a wholesale business. Every shop gets four or more loads of stock every day, and the handling of goods takes 15 to 30 minutes. This causes traffic problems, and difficulties for the businesses.

The traffic is problem for the people transporting our goods. We maintain a good relationship with them because they are doing a very good job.“

## [ Improvements ]

**“Parking should be provided by the government.** In narrow streets traffic should only be in one direction, and the parallel street should serve for traffic in the other direction.“



# Ramesh

## Resident

32 years old

Born in Hyderabad

### [ Living and Working in Begum Bazaar ]

**“My family and I are strongly connected to Begum Bazaar.** We have been living in this

area for many generations.

I don't want to live anywhere else, I know everyone here. My family has always been

doing business in Begum Bazaar. My father

had his shop here and I opened my own shop for edible oils 12 years ago, together with childhood friends. ”



### [ Change ]

**“There have been a lot of changes in Begum Bazaar recently.**

Because of the many software companies that settled in Hi-Tech City, the business climate is good. People from everywhere settled here, I

think the population has doubled in the last 12 years. They established new businesses, which sell new items, especially products from China. ”

### [ Traffic ]

**“I remember when I took the bicycle to go from home to my shop.**

Now I go by two-wheeler only. It is also a matter of reputation. I could also walk, but it takes too much time. Obviously when business is good, the traffic increases. The traffic is necessary for the businesses. The streets are narrow in this area, but rickshaws and tricycles can easily navigate here. They are making good money in transportation. Parking is the only real problem. ”

### [ Future, improvement of situation

**“In future there will be the Metro running close to Begum Bazaar.** In Delhi as well as in other

countries lots of people use the Metro, also the rich people. I think that also in Hyderabad people will use it. ”





## What visitors think about Begum Bazaar

**“Four years ago I was told about this market by my neighbors.** Since then I have been visiting Begum Bazaar regularly because the rates for the goods are very reasonable. Where I stay, prices are 2-3 times higher. Here I can get everything in one place. But it is quite risky to walk in the street here. It takes much patience. I waste a lot of time in the traffic.”

**Sharada, housewife from Patancheru. Comes to Begum Bazaar twice in a month**

**“I visit Begum Bazaar only for business purposes.** I like to come here, the people are very friendly. The only problem I face is the traffic when I walk in the streets. A lot of traffic jams happen because of the handling of goods. But not only vehicle traffic jams occur. Also human traffic jams! Traffic is not organized at all. A one way regulation should be enforced in some streets – now there is two-way traffic all over.”

**Kruthika, Sales Managerin, stays in Banjara Hills. Visits Begum Bazaar twice a week.**

**“I recently became aware of this market.** When I came the first time to buy kitchenware, I saw how many different things I can get here. I have only good experiences about Begum Bazaar, I am sure that I will come again.”

**Bharati, from Medhipatnam. Has visited Begum Bazaar two times.**

**“We use to come here for 30 years to buy kitchen ware,** because there is no shop in our town that sells these goods. We buy from here and sell at home. Bus transportation is very cheap, so it is worth the trouble.”

**Two women from Bibinagar. Visit Begum Bazaar regularly.**

**“For ten years I have been purchasing goods from Begum Bazaar.** Every time I come, I see that the traffic has increased. But this is common to business areas all over India.”

**Mukesh, semi-Wholesaler, visits Begum Bazaar once in a month.**





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