

Evaluation of Street Vendor Policy in India: with reference to Hyderabad

Submitted to : Prof. Amir Ullha Khan

Shankar Mepparambath,Trilok,Rehet - KSPP

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Abstract

The policy brief examines the efficacy of the street vendor (SV) act 2014. Paper understanding the various aspects of street vendor business from inception to current status. A significant portion of the paper was spent on assessing the street vendor effectiveness, ease of doing business, vulnerability and motivation to pursue street vending business. The study followed the Narrative theoretical framework and collected the data using the interview method. A purposive sample collection method was adopted, and data were collected from twenty street vendors across six Hyderabad city regions, including the outskirts, mainland, market, and street vending business zone. The result showed a particular pattern, vendors who are all part of the street vendor association get more benefits out of the SV act when compared to those who are not part of the SV association. The most vulnerable vendors are who just got into the street vending business due to the CORONA effect and who lost their jobs, and street vending has become a last resort. Street vendors who benefit at large may not be aware of the street vendor act, and a large portion of Hyderabad needs urban local body support to get the street vendor ID and the association. The study strongly recommends continuing street vendor policy across the states with a target to cover as many street vendors under the act benefits. The study has limitations of just covering a handful of samples than a large one, and it does not interview.

Keywords: Street Vendor Act,Ease of doing Business, Narrative method, Hyderabad

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1 Introduction

The informal economy contributed close to 90% of the Indian economy. Among the Informal economy, street vending occupied a big pie in terms of transactions and value [Patel et al. \[2021\]](#). Among the commoners, there are many positive and negative perceptions about street vendors. The word “street” in the prefix of street vendors itself is so demeaning that it creates a prediction of their lives and gives an identity that these people belong or live in the streets [Kumari \[2015\]](#). [Bromley \[2000\]](#) highlighted both for and against arguments on the street vending business. In early 1990, the street vending business was only about the global South. However, recent studies showed that even developed economies showed interest in the street vending business because of its potential volume and value that contributed to economic growth. However, there is a difference between how policy is initiated and implemented between the global north and South [Recchi \[2021\]](#). The study evaluated the effectiveness of the SV act from the past literature and also made evidence to assess the effective implementation of the SV act in Hyderabad based on data from the street

vendors of the various part of the city of Hyderabad. The following section dealt literature, methodology, data collection and outcome of the study.

1.1 National Policy with State Touch

[Saha \[2009\]](#) study highlighted Mumbai's street vendor's unhelpful situation regarding finances, job security and their work environment. Street vendors started approaching the court from metros like Mumbai and Delhi to get justice. From 1983 to 2000, street vendors did not get any attention of the legislators, in 2004 draft was made but not much push, and in 2013, the Supreme court asked Chief Secretaries of the States for Town Vending Committee (TVC), which is a breakthrough for the policy draft. India has witnessed the seed for the street vendor policy, which was sown in the mid-1980s. In 2014 street vendor act was implemented. Street Vendor Act is a National act. Like Health and Education policy, it comes from the top-down approach. The union government makes policy drafts, but implementation is in the hands of the state government, and to say precisely, it is in the hands of the Urban local body or Municipal level. An actual implementation is a bottom-up approach though the plan has come from a Top-down approach. One of these studies emphasises the importance of the local body implementation in each state. The success of the street vendor act is triangulated among Union, State and Local bodies than an isolated function of any of the three levels of governance.

2 Street Vendor Business - A Brief Review

2.1 Street Vendor - Across the World

After the 2008 global economic crisis, international and national governments have recognised informal livelihoods as a form of employment, while OECD quoted that 'informal is normal. Modern street vending has become essential in sustaining the urban economy, giving life to urban spaces, attracting customers and encouraging people to engage in social interaction. They contribute to public safety and enhance the quality of life in cities like New York and Mumbai. Analysis of street vending activities across countries, previous studies examined the state of street vendors in India, South Africa, Peru, Indonesia and the US. The findings of the paper suggested that there exists general insecurity among vendors and fear of harassment on the part of authorities in Ahmedabad, India; Durban, South Africa; Lima, Peru and Depok, Indonesia. [Roever \[2016\]](#). Several street vendor policies across the world exist to regulate and protect street vendors. In South Africa, street vendors are covered by the national law called The Business Act 71 of 1991, which states that vendors do not need a license to trade but gives local authority power to make by-laws for traders which give direction for running street vending. However, despite the national law, street vendors face challenges in practising their business.

[Bhowmik \[2005\]](#) paper notes that street vendors exist in all Asian countries, and there has been an increase in the number of street vendors after the financial crisis of 1998. The study observed that in most Asian countries, there are two categories of street vendors. The first category counts low-skilled rural migrants who do not possess the skills or education to find decent jobs in the formal sector. The second category has workers who previously worked in the formal sector but were rendered unemployed due to the closure of specific industries in countries such as the Philippines, South Korea, Thailand and India. Lack of gainful employment in the formal sector and existing poverty increase the number of people entering the informal sector.

Food vendors in Bangladesh employ many women and migrants with low education but are often harassed because of poor hygiene of street food, making people victims of water-borne diseases. Nevertheless, there

is greater unionisation among the vendors; for example, the Bangladesh Hawkers' Federation is linked to the ruling Bangladeshi National Party. In Bangkok, there are demarcated sites for street vendors to operate. Unlike Bangladesh, Thailand does not have formal unions for street vendors to better protect their livelihoods. In countries like Vietnam and Cambodia, women contribute significantly to the street vending business. In Hanoi, Vietnam, women constitute around 30 per cent of the food vendors and are at the forefront of the country's economy. The street vending business creates opportunities for self-employment and helps fight poverty, making women independent and less dependent on their partners. In Cambodia, street vendors face the problem of non-recognition in the informal sector. The states, too, have often refused to give legal recognition to street vending activities and are committed to the working class by harassing them. In countries like Cambodia, Thailand and Mongolia, street vending is defined as illegal. The laws governing street hawking are still unclear in all three nations. Street vending is not explicitly addressed in Cambodia's National Development Strategy or Urban Development Policy. As indicated in the National Poverty Reduction Strategy Paper, the presumption is that the urban poor is accountable for their own as they arrived on their own. In Mongolia, the policy on informal employment of 2006 was brought in to offer government services to traders working in the informal sector. Selling goods on the streets of Mongolia is not expressly forbidden. However, they must be registered. The registration procedure is quite time-consuming and costly and includes much paperwork. A license may only be utilised for one month. Therefore there is no apparent benefit for street sellers in getting one. As a result, sellers continue to be unlawful and exposed to intimidation and extortion by the police.

2.2 Problems and Challenges faced by Street Vendors in India

Street vendors face many challenges and are always vulnerable to living in uncertainty. Even after working for many hours, they earn very minimal incomes. Many street vendors are still unrecognised and do not have an ID card/certificate of vending by local authorities to officially the business. They are often ignorant about their rights because of a lack of awareness. Many street vendors are migrants from various rural regions, as they could not get proper employment back home. After coming to these urban areas, they adjust and live in deplorable living conditions where they are exposed to an unhygienic environment, so their health deteriorates.

Firstly, **lack access to capital**. Whatever the street vendors earn is sufficient to cook a meal for that day and live, and saving for the future is a far-off dream. It is a very **subsistence life**, and a vicious cycle never ends. The banks also do not support street vendors by lending minimal working capital because of procedures/collateral issues. The situation led to the end of taking money from the local borrowers who charge very high-interest rates that keep these people caught up, where they keep paying for the rest of their lives to clear dues [Dhamodharan \[2019\]](#).

Secondly, **Eviction and Confiscation** is another major challenge that deprives street vendors of their working capital and leads to losses that hit hard on their savings, further making their lives worse. The street vendors tend to fixate on a place where they find a good market and the business is fast moving. However, the local authorities force them to displace and relocate to the allocated area, which causes serious trouble to their businesses and incomes. While planning, the local authorities tend only to prioritise the city's physical infrastructure but ignore these people, who are crucial in the state's economy [Jaishankar and Sujatha \[2016\]](#).

Thirdly, a threat from **e-commerce business** on street vendors' business. India has a vast marketplace where retail/street vending and e-commerce co-exist. However, the changing trends where people are getting more comfortable shopping by sitting at home just by swiping through pictures is increasing the number of online buyers daily. Statistics show that in 2019 India had 135 million online shoppers, and the number went up to 150 million in 2020. This changing shopping pattern is expected to hit informal street vendors soon

[Statista \[2021\]](#).

2.3 Situation in COVID-19

The union government adopted the most stringent measures during COVID, and the whole country was locked down. In the stringency index by the University of Oxford, India got a 100 on a scale of 0-100. Non-cognizant Lockdown took a significant toll on the lives of street vendors whose livelihoods depended solely on public mobility. If we look at the data of Greater Chennai Corporation, almost 7,965 street vendors who sold vegetables & fruits stopped their businesses during the pandemic. As many as 2,509 vendors told the officials they were “out of the station,” 2,947 were not reachable on the phone, and around 68 street vendors died. The case was more or less similar in all the other states. This information tells us how devastating the situation was and the crisis in which their lives were trapped during the nationwide lockdown [Maniktala and Jain \[2020\]](#). To dampen the COVID effect, GOI launched the scheme of PM Street Vendors Atma Nirbhar Nidhi (PMSVANidhi). Under this scheme, the street vendors can avail of a collateral-free working capital loan of up to INR.10,000 for one-year tenure at a 7% interest rate, to approx. It helped 50 lakh street vendors to resume their business. The schemes also incentive the people who make regular payments and reward the digital mode of transactions. Now, with the help of this scheme, most street vendors are part of financial inclusion in society. [GOI \[2022\]](#).

2.4 Street Vendor Policy in India - Evolution

The Indian Constitution, Article 19 (1) (g), assures the individual rights to practice any profession, trade, or occupation; Article 39A assures every human has the right to an adequate livelihood. Although mentioned article encourages people to practice their occupation, Article 34 IPC provided the police force to evict the road business due to disturbance. Articles 19 and 34 contradict, putting street vendor businesses in the worst case. To protect the rights of street vendor businesses and to regulate the street vending business, the government of India drafted the National Policy on Urban Street Vendors in 2004. In 2009 and 2014, significant revisions were made, and in 2014, the street vendor act was implemented. With the support of NGOs like SEWA, Civil Society, Judicial fraternities and other stakeholders of government functionaries, the street vendor act comes into existence [Maniktala and Jain \[2021\]](#). Refer fig 1.

CCS report mentioned that one of the remarkable changes in the 2014 street vendor act is Section 3, the Town Vending Committee (TVC) formation surveys the existing vendors to understand their backgrounds and business establishments. It emphasised no eviction until the reallocation of new zones and issuing the certificate of vending, CoV issued to all the street vendors. 2.5 per cent applies to existing vendors for the local population. Further, it can issue COV to the new vendors.

2.5 Street Vendor Policy in India - State's compliance

Though 2014 witnessed the implementation of the Street vendor act, many states did not make the act effective. For instance: one of the hallmarks of an act is the implementation of the Town Vending Committee (TVC), only a third urban local body (ULB) implemented TVC, which is close to 7000 (ULB). Only 42 per cent of TVCs has street vendor as part of the committee across India. The grievance redress mechanism settles the issue in implementing the act; however, in India, out of 28 states, only four have grievance mechanisms. The recent Civil Society review work on minutes of a meeting of TVC revealed zero per cent representation of street vendors [Anand et al. \[2019\]](#).

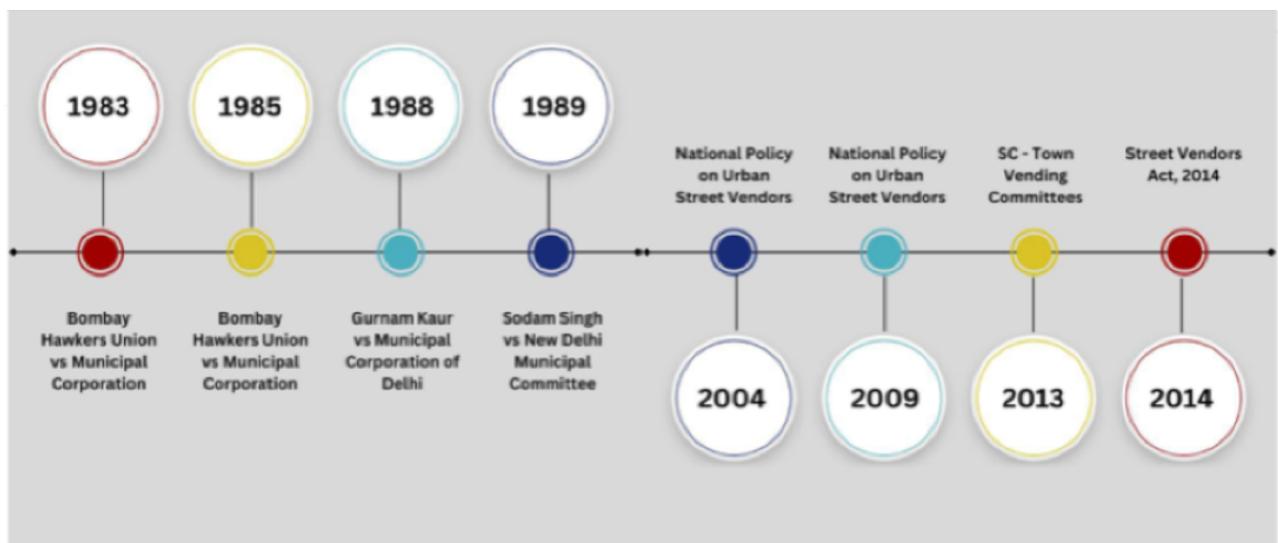


Figure 1: Evolution of street vendor policy



Figure 2: Progress report of SVPSC Index

Centre for civil society (CCS) has done a volume of research in the area of street vendors, along with CCS, NULM (National urban livelihood mission) conducted the Street Vendors Act 2014 State Compliance Index (SVACI). The Index is computed based on 11 parameters, key parameters such as the survey conducted, Town Vending Committee and Dispute Resolution or Appellate Committee constituted. Refer to fig 2. States like Bihar, Jharkhand, Himachal Pradesh, Maharashtra, Tamil Nadu, Uttar Pradesh, Gujarat, and Rajasthan have improved their Index score in 2017 compared to 2016. CCS progress report of 2020 on street vendor policy state compliance index showed Andhra Pradesh had done an excellent job in forming TVCs, issued identity cards, almost 75% of vendors and enumeration are completed, and many urban places are demarcated for vending zones [Bedi and Narang \[2020\]](#). This report clearly showed many differences between acts on paper and, in reality, vary from state to state. The average of the Index is 49.6. It showed that many states have to take the act seriously to protect street vendors' rights.

2.6 Objective of the study

Based on the prior literature and secondary data outcome, this paper's objective is to evaluate the street vendor policy in selected marketplaces of Hyderabad based on critical parameters like ease of doing business, vulnerabilities and problems faced by the street vendors at the ground level. It is especially interactive with key stakeholders such as street vendors, the head of the town vending committee etc. Secondly, the study wants to highlight the role of the urban local body in implementing the policy at the ground level.

3 Research Methodology

The methodology is pivoted to approach the research problem systematically. The study used the interpretative paradigm and followed a qualitative research approach based on the narrative theoretical framework. The current study is exploratory, and there is no room for testing hypotheses. A structured interview schedule is used to collect the data from the respondents who are part of the street vending business and other stakeholders such as the head of TVC and Urban local bodies representatives.

3.1 Narrative method

The foundation of the narrative method is the interaction between the researcher and the subjects. Developing the social bond and understanding the phenomena through storytelling mode. Narrative methods deal with a clear beginning and ends of the episode of the subject on a particular social concern. This study used a narrative approach because we spent close to 30 minutes with every subject to understand the research questions like "Why are people getting into street vendors? What kind of challenges did they face over the period in the SV business? Narratives are not fixed. It varies from person to person, and researchers create and produce knowledge through a dialectic approach [Riessman \[1993\]](#). The current study is well suited for the framework of the narrative research method.

3.2 Research Question

Our study wants to systematically find the outcome of the research question below using a qualitative approach with the aid of interviews. In qualitative research, the study focuses on the research question rather than a specific objective or hypothesis [Creswell and Creswell \[2003\]](#).

- Research question 1. What is the street vendor's perception of the effectiveness of street vendor policy?

- Research question 2. What challenges are faced, and what support do the street vendors receive to do their business in Hyderabad?

3.3 Ethical consideration

[Iphofen and Tolich \[2018\]](#) Ethics matters to all researchers and is primarily a concern to qualitative researchers because it is very emergent, interactional and dynamic. Ethical consideration emphasises getting concerned for others' values and privacy. The most important ethical consideration, such as intrusion and inclusion, information and consenting, and Deception and covet research of the subject, are taken care of while approaching the interviewees. Before we collected the data from the subjects, as a team, we briefed our study's purpose and revealed our ID card to make them understand we are doing research for academic purposes. After getting their consent, we started the interviews; we showed what we were recording on our gadgets. With their permission, their photos were taken; when some of the vendors discouraged interviews due to their work, we agreed and moved to the next subject. We followed most of the ethical research guidelines as per academic research standards.

3.4 Interview schedule and Data collection

The policy paper is key to evaluating the policy implemented based on the effectiveness of the Street vendor policy, which is assessed through broadly three dimensions 1. Ease of doing business, and 2. Vulnerabilities, and 3. Overall satisfaction of street vendors. All the dimensions are identified through previous literature. Ease of doing business for street vendors have taken from the study [Bedi and Narang \[2020\]](#) and [Anand et al. \[2019\]](#). On vulnerability, a study borrowed from [Brata \[2022\]](#). Moreover, to assess the reasons or motivation to start street vendors is taken from the study of [Esayas and Mulugeta \[2022\]](#). Apart from these, the schedule contains demographic information of the respondents. Most of the questions are open-ended in nature.

The study used a non-probability sample design to collect the data. Twenty street vendors are interviewed in and around Hyderabad and Bangalore. The purposive sample technique is used to collect the data from those running the street business from the vending zone and non-vending zone.

4 Data Analysis

The collected data is converted from interviews into transcribes; further, it takes broader themes out of the collected data in the form of textual. Based on the interview outcome, the study has broader themes to evaluate the effectiveness of street vendor policy and highlight the role of the urban body and members of TVCs. In this section, verbatim selected vendors are discussed and made broad themes to understand the current situation of street vendor status in Hyderabad city; additionally, basic statistics such as frequency distribution and percentage analysis highlighted the street vendor opinion about the current scenario of street vendor act in reality.

4.1 Demographic profile N = 20

The below table shows the demographic profile of the street vendors who are interviewed for the study purpose. Predominantly SV businesses run by males, Aged between 30 to 50 years are more occupied; most of them school dropped out, and almost 50% of vendors are migrated from other states and also within the state.

Table 1: Demographic Distribution

	count	percentage
Gender.Female	4	20
Gender.Male	16	80
Age.21 to 30	7	35
Age.31 to 40	8	40
Age.41 to 50	3	15
Age.Above 50	2	10
Marital.Status.Married	14	70
Marital.Status.Not Married	6	30
Education.Below 10th	7	35
Education.Below 5th	7	35
Education.Below 8th	4	20
Education.Degree	1	5
Education.MBA	1	5
Migration.Status.Outside State	9	45
Migration.Status.Within State	11	55
Area.of.Vending.Ashok Nagar	2	10
Area.of.Vending.BHEL	3	15
Area.of.Vending.ITC Kohinoor - Inorbit	3	15
Area.of.Vending.JNTU	9	45
Area.of.Vending.Patancheru	3	15

The table below shows the street vendor business profile; few follow the Itinerant type of vending, but people who come under the vending zone are entirely following the Fixed vending type. Many vendors are engaging in foods, fruits, juice shops and daily needs items business. Surprisingly, many vendors have run the business in the same place for more than a decade, and some hand over the business to their children. Some agreed their earnings exceed more than 2000 per day, but on average, the range is between Rs.500 to Rs.1000.

Table 2: Business profile Distribution

	count	percentage
Types.of.Vending.Fixed	16	80
Types.of.Vending.Itinerant	4	20
Types.of.Goods.Fancy store	2	10
Types.of.Goods.Flowers	2	10
Types.of.Goods.Foods	4	20
Types.of.Goods.Fruits & Vegetables	7	35
Types.of.Goods.Juice shop	2	10
Types.of.Goods.Lemon Soda	1	5
Types.of.Goods.Tatoo	1	5
Types.of.Goods.Toys cart	1	5
Duration.of.stay.in.vending.Above 10 yrs	10	50
Duration.of.stay.in.vending.Less than 1 yrs	3	15
Duration.of.stay.in.vending.Less than 10 yrs	1	5
Duration.of.stay.in.vending.Less than 3 yrs	3	15
Duration.of.stay.in.vending.Less than 5 yrs	2	10
Duration.of.stay.in.vending.Less than 8 yrs	1	5
Daily.Income.Above 2000	6	30
Daily.Income.Less than 1000	11	55
Daily.Income.Less than 2000	1	5
Daily.Income.Less than 500	2	10
Daily.Expenditure.Less than 1000	6	30
Daily.Expenditure.Less than 500	14	70

4.2 Vendors agreement: Reasons for street vending

Figure 3 shows that one of the major reasons for street vendors to resort to street vending is to help and sustain their family members. We can infer from the information that these street vendors have a family to feed who are dependent on them for their survival, and in some cases, street vending is a family tradition; however, 50% of the respondents responded that it is not a profitable business making it difficult for the street vendors to support their family. It was noted that many people were rendered unemployed post the outbreak of Covid-19 and entered the informal sector. While conducting the survey, 85% of the respondents responded that they were unable to find jobs and had lost their previous jobs during covid. Nevertheless, it was surprising to note that 90% of the respondents said that they liked being their own boss and wanted to be independent, which is why they pursued street vending. Another highlighting feature, in this case, is the ease of entry and exit into the market for street vendors. 85% of the respondents said that the market is

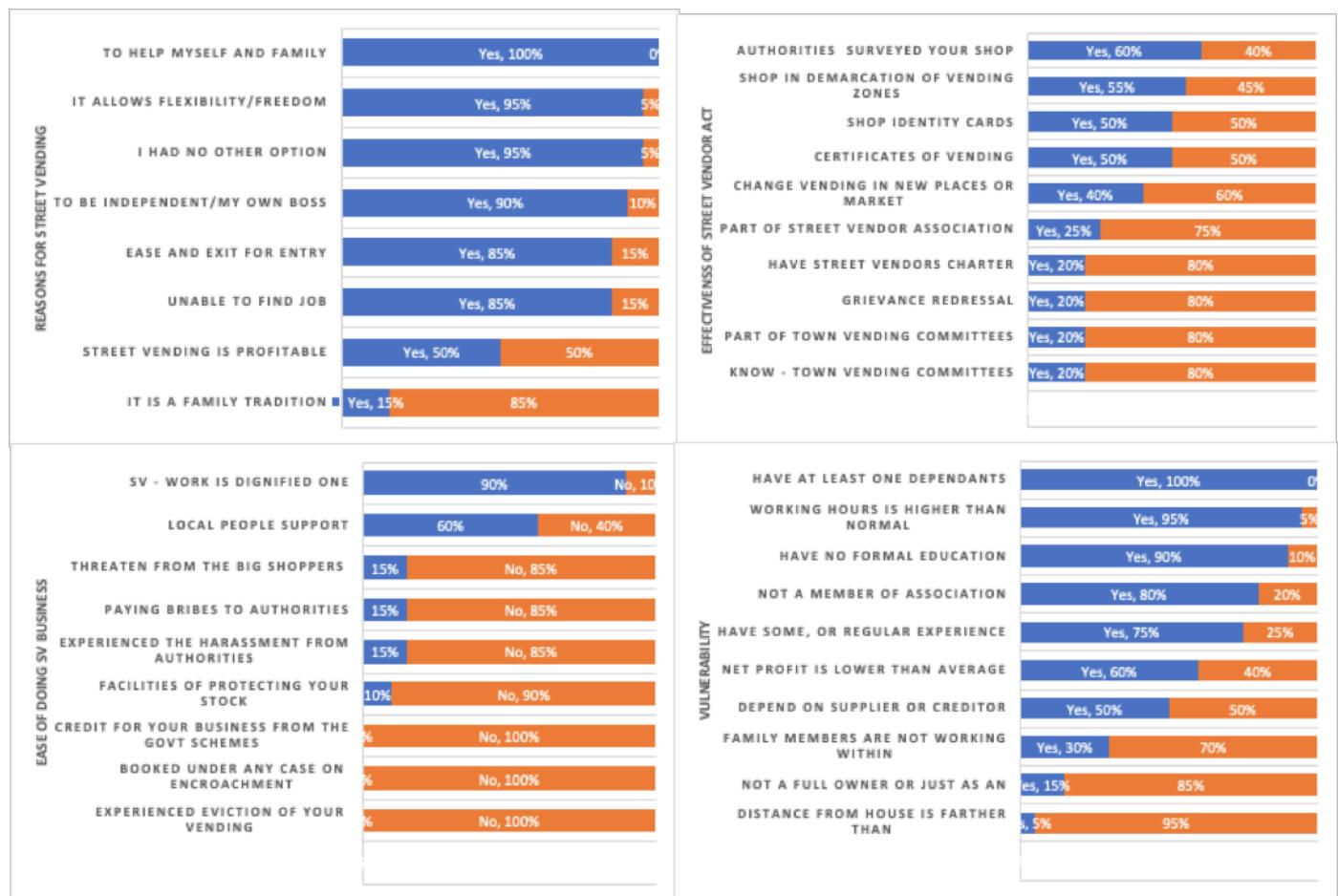


Figure 3: Agreement among Street Vendors

competitive and allows them freedom and flexibility to sell their preferred type of goods, with many street vendors selling the same type of goods, calling for competition.

4.3 Vendors agreement: Ease of doing business



Figure 4: Street Vendor Union

Figure 3 depicts that there is no such incident of eviction, unlike earlier periods; it was reported to be zero. That's a massive achievement by the government, which we assume was made possible by the Street Vendor Act 2014. Some 15% of street vendors expressed to have experienced paying bribes or harassment from authorities. However, a significant result indicates an instance of external abuse is going down. As per our literature review, bribery, local authority harassment, and eviction were considered the main problems faced by street vendors. Another interesting indicator to pay attention to is the dignity of work. Initially, a lot of literature mentions street vendors being unhappy and considering their work undignified. But, our results show that more than 90% of people were happy with what they were doing and felt it decently dignified. Regarding support from local people, in terms of helping each other on business affairs, conflict resolution, standing for one another during external abuses, etc., our study found that 60% of people felt the local people supported them. Figures 4 and 5 showed street vendors doing business in both vending and non-vending places and the display of ID cards.



Figure 5: Various Street Vendor-Hyderabad

4.4 Vendors agreement: Vulnerability

The majority of street vendors do their businesses all alone. They don't have family members supporting them, and most of the time, their family responsibility pushes them to do street vending. In the study conducted, as shown in the above graph, almost 70% of the respondents said they don't have any kind of support from the family and 100% of them reported that they have at least one dependent at home. It tells us that these street vendors lack support both morally & financially from their close friends, family, or relatives. At least they could seek help from fellow street vending community members, but over 80% of respondents reported that they are not part of any union or association. It tells how helpless and vulnerable they lead their lives every day. As pointed out in the initial literature review, an overwhelming majority, 90% of people, said they didn't receive any formal education. That said, almost 75% of the respondents reported that they were good at what they were doing and had regular experience in the street vending. One aspect to take into account here, when asked about the dependency on suppliers or creditors, was reported by 50% of respondents that their vending business primarily relied on suppliers or creditors. Many street vendors lease out their carts on a daily basis; some depend on the suppliers of the items they sell, and of course, many take credits from local money lenders for higher interest rates to rotate in their businesses. If anyone externality like Covid19 pandemic hits, which disrupts the whole supply chain and businesses, these street vendors' lives are at the forefront and take the adverse impact first. In addition, even after working so long hours throughout the day, almost 60% reported that their net profit is lower than the average, and the earnings aren't enough to save anything for the future.

4.5 Vendors agreement: Effectiveness of Street Vendor Act

Figure 3 gives a great insight into the Effectiveness of The Street Vendors Act of 2014 on the ground level. The chart shows that 55% of the street vendors have their stalls in the demarcated zone of vending zones, which were authorised by the State authorities. However, many of them still operate outside the vending zones, making themselves vulnerable. This also highlights that majority of people have now started pursuing street vending. Of the 20 respondents, 60% of them said that the government officials surveyed their shops, giving them access to demarcated zones to carry out their business, and 50% of the vendors possessed the certificates that were issued by the authorities. Only 20% of the street vendors know a little about the town vending committee. While conducting the survey, most respondents said they knew nothing about the constitution of the Town Vending Committee and did not know who was representing them from their business. Moreover, only a quarter of them was part of the local street vendors' association and could voice out their concerns, and among the ones who were small-scale vendors, 80% said that they had no mechanism of grievance redressal.

4.6 Voice of Street Vendor - Hyderabad

The verbatim of the street vendors are given below:

I do not have any other alternative; this is the only way I can take care of my family; I hardly save anything for the future. My income and expenditures go hand in hand, and "I want to do an excellent job in any factory or something, but I do not get any opportunities.

— Fruit Vendor

The above transcribes of the street vendor showed his life just for subsistence, and because of no other opportunity, the person took street vendor as his business.

My husband died. I have no choice but to continue running this shop to care for my child and mother-in-law. Nearby vendors around support each other. Sometimes the police come for bribes, but let me go because we have been doing business for 25 years, and we also pay the electricity bill for my machine."

— Sugarcane Juice seller

The interviewee agreed she has ID cards for her vending. Still, she pays interest for the debt that she has taken for her husband's treatment. It is evident from her situation that an episode of family member hospitalisation put them in debt for many years.

I am a class 12th pass student working for a delivery company. However, as my brother died last year, I had to take up to help my father run this food centre. I do not feel inferior and am happy with what I do.

— Food Vendor

During the conversation, the vendor admitted he is getting a handsome daily income compared with his earlier job since it has been running from his father's time. They have ID for their vending to run it from the association.

Many vendors suffer from occupational hazards due to working long hours with little rest and health concerns not being addressed promptly. Most of the vendors learned one or two businesses and were stuck for subsistence rather than growth for many years.

I passed 7th grade in Urdu medium, running a flower and garland shop for the past 27 years; I have lost my husband. Insects from the flower got into my hand, which turned out to be viral infections; I suffered a lot, spent 16 lakhs to operate in the private hospital, and crowdfunding from various people supported paying my bill. However, municipal authorities took my details for the vending ID but did not get it.

— Flower Vendor

People who got their business in the vending zone are highly protected compared to those who have yet to access the street vending zone. Based on the above data in the form of qualitative, research has come out with broader themes which depict the ground-level scenario or street vending activities.

4.7 Emerged Themes

Table 3: Emerged Themes of Narrative

Element	Vulnerable.Narrative	Success.Narrative
Style	Emotional	confidence /Factual accounts
	Occupational hazardous	Achievements
Entry	Recent post covid	one or two decade before
	COVID	Long time business
Reasons	No option	Support of family
	Subsistence	Growth in business
Purpose of SV	Not even aware	Aware through family people and vending association
	No Id card	ID available
Role of Act	No CoV	CoV is done
	facing difficulties due to authorities, rains and unprecedents incidents	Union and association is there to support, risk can be mitigated

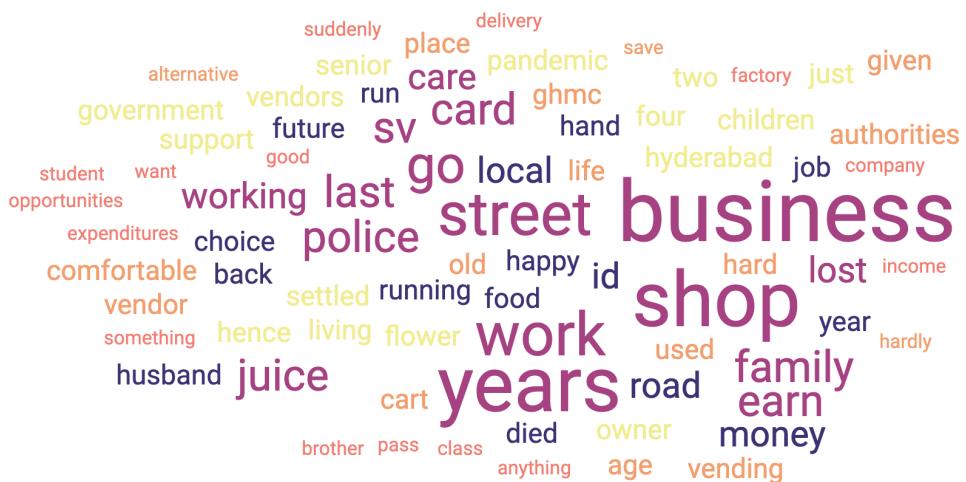


Figure 6: Word cloud from verbatims

From data collection to analysis, the outcome showed that broader themes emerged from the exercises. The study followed [Tye-Williams and Krone \[2015\]](#) to understand how to produce the themes out of the narrative method. There is a clear-cut demarcation in the life of people who comes under the street vendor association and union who enjoys the benefits of the street vendor act. The vendors who are not aware and

not part of SV become more vulnerable. It looks like, among the street vendor, there is inequality between people who come under the street vending zone and non-vending zones. The below table shows the two broader types of narrative, i.e. vulnerable narrative and successful narrative. The street vendor act played a vital role in their narrative. Below word cloud showed themes that emerged out of the analysis.

5 Findings

Identifying the street vendors and recognising them with an official street vending ID card has helped them gain social respect and reduced external abuses. ID cards in English than in regional language, it indicating customisation of ID cards and the importance of ID should be educated among the SV. Out of 20, only one person showed his ID; the rest don't have one, and few people have, but they don't know where it is. On government support, 40% of vendors expressed intense vulnerability and unsafe. Here's where street vending unions and town vending committees can play a role in helping and protecting them. In support of ease of doing business from the government, an overwhelming majority, with 100% of people, reported zero support. This indicated that though the act made many changes in the ground reality, the vendor would not realise it happened because of government institutions like ULBs, legislature, judiciary and executives; findings indicated the government has to do marketing and educate the vendors on how they are getting benefits of government schemes. The study outcome clearly shows that those who neglected street vendors are on the government's radar and tells us the scope of work that can be done if policies are implemented effectively.

6 Policy Recommendations

With the support of our research findings, it is clear that street vendor policy works on the ground. Many street vendors' rights and welfare are protected, which is the policy's key objective. For instance: The eviction rate, bribery incident rate and authority overpowering have drastically come down. Paper strongly recommends that street vendor policy should continue in the future too. As a measurable indicator, the policy should drive at least 80% of a street vendor. Vendors can get their union association, CoV, and the formation of TVC with street vendor representatives and ID across India before 2030.

7 Conclusions and Limitations

The study agreed that there is a betterment of the street vendors' business after the street vendor act was implemented across India. The current study brought many positive and negative findings from the city of Hyderabad. The government may not be alone enough to stretch the states' implementation at length and breadth. It needs the support of NGOs, Academics and street vendors collaboration to extend the SV implementation in the uncovered area.

The study has notable limitations regarding small samples of coverage on street vendors. The study cannot be generalised due to the less area covered in the large city of Hyderabad. The study can be extended to quantitative research to obtain external validity. A time series based study helps much more than a mere one-shot study on following the effectiveness of implementation. The study interviewed only street vendors, but it has limitations of not getting the information from other stakeholders such as TVC and ULBs authorities. Both of these stakeholders played a vital role in implementing the street vendor act at the street level.

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