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<b>LIST OF ABBREVIATION</b>	
<b>DNCC</b>	Dhaka North City Corporation
<b>DSCC</b>	Dhaka South City Corporation
<b>FGD</b>	Focus Group Discussion
<b>KII</b>	Key Informant Interview
<b>PRA</b>	Participatory Rapid Appraisal
<b>UN-HABITAT</b>	United Nations Human Settlements Programme
<b>WASA</b>	Water Supply and Sewerage Authority

## ABSTRACT

Informal markets are growing in Bangladesh due to high migration rate to urban areas, lack of formal education and skills. Even though this sector have high contribution in national economy, these are often neglected and undernourished. This study was conducted to understand the spatio-temporal extent and problems faced by the informal vendors. Moreover, it explores the roles and relationships among the different stakeholders from a local context of Dhaka. This study uses different space, time and relation related participatory rapid appraisal (PRA) tools. The data was collected through focused group discussion and in-depth interviews. The market extends up to forty meters on northeast side of Iraqi Playground and existing features include water pump, club, graveyard, waste disposal site. The study shows the seasonal variation of vendors' sales, income, savings, price fluctuations, water logging, disease outbreak, discomfort in movement, ease of goods storing. The daily activity schedules observe the activity pattern and the impact of seasonal, weekly and occasional variation on the daily activity schedules. Problem prioritization is done by pairwise ranking to get the most preferred problem of the study area to analyze it by cause effect diagram and it has been found that limited business hours and price hike are the most severe problems from the vendors' and customers' perspective respectively. Lack of regulatory framework and tenure ship are the primary cause of the problems. Venn diagram is used to explore the role and relationship among the different stakeholders and their extent of influence. Ward office, DSCC, Wholesale market has strong influence on the market. The influence and interaction is clearly understood from the process map as it shows the market management procedures, purchase and sell of wholesale products, waste management and water supply and sanitation. SWOT is used to analyze the internal factors (strength, weakness) and external factors (opportunities, threat) SWOT analyzes that the location, diverse customers, proximity to WASA pump, security measures are the strength of the study area. Extortion, limited business hours, space conflict, lack of utility facilities, waterlogging, open dumping of waste are the weakness. Active involvement of DSCC and formal linkage between ward commissioner with the informal vendors is the opportunities. Threats are eviction and anti-social activities. Dream map is used to draw their preferences on a map. It becomes clear that in order to improve the situation of informal market vendors, both spatial and aspatial aspects should be considered. Policies that address both spatial and aspatial issues, such as establishing a formal market committee, issuing identity cards for registration, providing capacity building initiatives, offering financial schemes, improving infrastructure and utilities, providing storage facilities, allocating vending zones,

and implementing a price chart mechanism, can contribute to enhancing the overall condition of the vendors and consumers. Both macro and local initiatives will play a crucial role in achieving these initiatives.

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The chapter discusses the background of conducting the research on the informal market in Dhaka city, and specifies research objectives. It also describes the scope and limitations of the research.

### **1.1 Background**

Informal sector is the leading area of overall economy in the developing countries of South Asia and Asia (Mondal, 2017). This sector particularly contributes in generation of employment, economic and social development of a country (ILO, 1993). Informal markets are growing urban phenomenon in Dhaka city due to increased rural to urban migration and lack of skills of the migrants (Mondal, 2017; Siddique et al, 2010). Informal vendors are defined as traders who sell goods to the public without any permanent premises by bargaining process anonymously from taxing authority (Bhowmik, 2005; Anabarci et al., 2012). The informal markets are a way of distributing channel of a large variety of product like fruit, vegetables, readymade garments, toys, stationeries for daily consumption (Islam et al., 2019). This sector contributes 40% of the country's GDP and employs a significant amount portion of workforce (BBS, 2023). Despite having this much importance, informal vendors are more vulnerable than those in neighboring countries due to poverty, lack of space for vending and lack of awareness about their rights (Bhowmik, 2005). Regulatory ambiguities, limited access to finance, intense market competition, negative role of relevant stakeholders are regular hurdles faced by informal vendors (Islam, 2018).

However, in the context of Bangladesh, researches have been done to get general insights about the informal markets and related problems. A detailed analysis of the spatial and temporal characteristics of the informal market at the local level is yet to be done. In addition, the challenges faced by informal vendors and customers within a local context, the roles and relationships of stakeholders associated with these markets have not been thoroughly explored. To address these challenges, exploring the potential of informal market is crucial for sustainable development of Dhaka city. Moreover, this study unveils the diverse challenges encountered by the informal vendors such as lack of infrastructure facilities, financial constraints, conflicts, collaboration among different stakeholders. The findings of the study provide valuable insights for policy recommendations considering both spatial, and aspatial aspects that could be included in local level plans for more equitable and inclusive development.

## **1.2 Objective**

The objectives of this study are:

- a) To understand the spatial and temporal extent of informal markets at the local level
- b) To identify and analyze the problems faced by informal businessmen and users
- c) To explore the relationship and role of stakeholders in informal market at local level

## **1.3 Scope and Limitation**

This study can fulfill the research gaps by analyzing the spatial distribution of vendors in an informal markets, and investigating temporal trends, such as peak hours of activity and seasonal variations in that market. The study will identify and analyze the diverse type of problems faced by informal businessmen and users within the market. By examining the relationships and role of stakeholders, the study aims to reveal how stakeholders influence the functioning of informal markets, whether as enablers or obstacles. This study collected the perspective of the local people which shows the problems related to informal markets at the root level through Participatory Rapid Appraisal (PRA) method. So, this would help the respective authority to takes necessary measures at local level to solve the informal market related problems. The recommendation provided in this study can help local government institutions to perform their roles efficiently and can assist the vendors. By incorporating the perspectives and insights of those involved in these markets through PRA tool, the research can provide a comprehensive analysis that reflects the realities on the ground.

However, there were several limitations to conduct this research. The respondents showed a very reserve attitude during the query in focused group discussions. The vendors requested us not to disclose to the local political leaders that they have shared information regarding the extortion with us. Therefore, we refrained from directly approaching the leaders. Due to the irregular attendance of the only one female vendor in the informal market, we were unable to include her in some of the Focus Group Discussion (FGD) sessions.

The chapter highlight the findings from relevant literature on informal market, describing the emergence of informal sector, their contribution in economy and also discusses the challenges encountered by the informal market in different country context. The chapter also describe how different national plans and policies have incorporated informal market in context of Bangladesh.

### ***2.1 Informal Economy and Informal Market***

According to ILO (1972), informal economy is characterized by several attributes such as the ease of entry, reliance on indigenous resources, family ownership, small-scale operations, use of labor-intensive and adaptive technology, unregulated and competitive markets, and skills acquired outside of the formal sector. The activities of the informal economy can be distinguished by work places such as streets, open spaces and markets, irregular incomes, long working hours and less accessibility of finance, markets, information and technologies, transport good or people by pedals (Blades et al., 2011; ILO, 2017). Although there is some debate regarding the precise definition of informal economies, it has been widely agreed upon that, while sellers in formal markets can publicly advertise their prices and locations, those in informal markets must engage in bilateral bargaining in order to maintain their anonymity from tax authorities. (Amarel and Quintin, 2006; De Soto, 1989; Portes et al. 1989; Anbarci, 2012). Additional factors that set the formal and informal markets apart and affect trading costs include taxes, regulation, and quality assurance in the formal markets, risk of crime and/or confiscation and the relative tightness of the informal markets (Aruoba,2010; Quintin, 2008; Koreshkova, 2006; Antunes and Cavalcanti, 2007; Amaral and Quintin, 2006; D’Erasmus and Boedo, 2012).

For many years, the urban authorities and elites in several countries have held the belief that an abundance of informal markets is the primary source of urban degradation (Staudt, 1996; Swider, 2014). In such circumstances, informal marketplaces are subject to a number of strict local regulations. Some countries, like Singapore and Malaysia, have rules in place to protect and regulate informal traders (Lau et al., 2015; Monga & Singh, 2012). Nonetheless, in the majority of Asian cities, informal vendors do not have a legal status to conduct their business and are rejected from the core areas of large cities (Bhowmik, 2005). Similar circumstances also exist for Dhaka City's employment sector. More than 60 percent of all employment in metropolitan Dhaka is in the informal sector (Chowdhury, 2005). Some common forms of informal activities include street vending, artisanal products, and food stalls (Qayyum et al.,

2021). In Dhaka city, there exist diverse types of informal markets, namely vegetable markets, holiday markets, and farmers markets, where foods, clothing, stationary, and other retail items are usually sold (Hossain, 2001). These markets often illegally occupy streets and other public spaces, which creates problems for both users and pedestrians. Moreover, informal vendors also face server problems due to a lack of legal protection and social and employment benefits (Hossain et al. 2022)

## ***2.2 National Policies regarding Informal market***

Current planning policies, like Bangladesh's National Urban Sector Policy, 2011 which addresses the promotion of small and medium-sized enterprises but makes no specific mention of the informal sector (National Urban Sector Policy, 2011). The Sixth Five Year Plan (2011-2035) acknowledges the vulnerability of informal economy workers and aims to transition informal employment to formal (GED, 2011). In the 8th Five Year Plan, there is a shift towards improving conditions for both formal and informal sectors, including support for male and female entrepreneurs with access to micro-credit. The City Corporation Act of 2009 likely includes provisions related to informal markets, focusing on regulations, licensing, and infrastructure for both sectors. The Detail Area Plan (DAP) for 2016-2035 aims to bridge policy intentions with practical implementation for the informal sector, incorporating informal markets and hawkers through specific zones, infrastructure development, and integration with the formal economy. It is clearly understood that the present policies/acts are not hostile for the Informal sector. However, in practice it is still a very big challenge to incorporate the Informal part. Furthermore, the regulatory authorities in numerous locations have imposed a range of restrictions and impediments on the informal sector (Rahman, 2013).

## ***2.3 Dynamics of informal markets: Insights from Local and Global Perspectives***

There is a substantial amount of literature on informal urban markets. Relevant researches have concentrated on two factors—space and time—which are used to reflect the spatial and temporal pattern of street markets. Social mapping, resource mapping, transect walk are very common space related PRA tools. Social mapping reflects local perceptions, covering habitation patterns as well as social infrastructure and resource maps detail land use and surroundings, while transect walks offer cross-sectional views, highlighting existing area issues (Kumar, 2002). Along with these tools narrative mapping, mobility mapping, ballon mapping are also used to analyze the condition of street vendors (Li et al., 2018; Turner and Schoenberger, 2021; Trip, 2015; Haque, 2014). There exists ample discussion on informal

markets in literature, focusing on their spatial extent. Akin to this line of thought, Rahman et al. (2019) assessed the existing situation of informal markets, particularly their spatial pattern in the residential area of Dhaka city by the observation of the street vendors with a specific checklist and their GPS coordinates. They found out that the informal markets are established both on the footpaths and in the carriage ways of roads forming a linear pattern along major roads with concentrations near schools and mosques. Another study by Haque (2014) showed that not all the informal commercial structures within the commercial areas of Dhaka city are on the active urban spaces. Most of them tend to choose a more unused neutral space between footpath and main road drain or other unused corners requiring an average of 27.83 sq. ft. area on an average to accommodate their main structure for business. In regard to space, numerous studies have focused on how vendors move to different spaces from a macro perspective. Ahmed et al. (2019) used PGIS tools like food mapping via mobile apps and high-resolution aerial images through balloon mapping, along with GIS functionalities, to pinpoint hazardous areas for food vending carts in relation to food spaces and infrastructure provision in Nairobi, Kenya. Li et al. (2018) constructed a framework of agency that was inspired by Cresswell's work (2010) to explain how the morning market vendors in old Beijing city used space. The study indicates that outside the formal boundaries of the morning market, there are areas of the streets that are less governed by the authorities and serve as gathering spots for mobile vendors. To make greater use of the narrow alleys, the majority of sellers operate freight tricycles and minivans. The weather has an impact on the morning market's size. Because of the rent, fixed merchants who operate inside the morning market's formal boundaries are better able to withstand weather variations. On the other hand, natural forces and their own autonomy have a greater influence on street sellers who sell across borders. When strong winds appear, the number of mobile vendors in the morning market decreases significantly. Most of the morning market vendors do not leave Beijing after the Longfu Temple morning market gets closed. Instead, the vendors continued vending in more marginalized "urban crack" areas. Time serves as a critical factor reflecting the temporal patterns of street markets, where vendors adjust their presence through variable timetables. Rather of having total control over the space, vendors can modify how they occupy it in terms of time by adjusting their service time. Vendors who use variable timetables for their street vending operations might play hide-and-seek and temporarily occupy the public space until they are ejected by authorities. In Thailand, Akha souvenir sellers start their business in the late afternoon or early evening and leaves for home at midnight (Trupp, 2015). The majority of vendors in Beijing are night workers (Zeng et al, 2005). As an agency approach, informal street markets in old Beijing city occupy cities during



odd hours. To prevent the vendors from running business for long hours, the managers set the operating hours of the Longfu Temple morning market from 6:00 a.m. to 9:00 a.m. However, despite this official timing, vendors actually start selling as early as 4:00 a.m. and continue until around 10:00 a.m. During the time when the morning market is active (roughly 4:00 a.m. to 10:00 a.m.), fixed vendors are continuously selling their goods. In contrast, mobile vendors come and go randomly. This creates a dynamic daily cycle for the area, with different vendors and activities at various times within the morning market (Lie et al. 2018)

These informal markets are diverse in nature, ranging from roadside vendors to temporary setups in public spaces like playgrounds and open fields (Ahmed and Haq, 2017; Rahman and Akhter 2020). The vibrancy of these markets reflects the entrepreneurial spirit of the people, but it also presents a myriad of challenges and opportunities that have caught the attention of researchers and policymakers alike. In Bangladesh, roadside markets are prevalent, yet vendors grapple with a lack of essential infrastructure such as storage facilities and shelters. This exposes them to harsh weather conditions, leading to goods damage and environmental degradation (Alam & Khan, 2018; Haque, 1986; and Haque, 2014). To address this, a Participatory Rural Appraisal (PRA) tool like Transect Walk can be employed to assess the physical conditions of these markets, pinpointing the specific locations lacking adequate infrastructure. Moreover, Problem Ranking PRA tool could be utilized to prioritize the most pressing infrastructure needs, helping policymakers allocate resources effectively (Kumar, 2002; Rahman & Akhter, 2020). Conversely, playground markets, though providing access to a large customer base, bring issues of overcrowding, traffic congestion, and debates over the appropriate use of communal spaces (Rahman & Akhter, 2020). Both types of informal markets also frequently face the threat of eviction from regulatory authorities.

In Europe, a variety of informal markets including street, flea, pop-up, and artisanal markets contribute significantly to culture and economy. However, they face challenges such as regulatory constraints and the impacts of gentrification and urban development (Mörtenböck & Mooshammer, 2009; Sekhani et al., 2019; Walsh, 2010; Bahendwa, 2010; Ayeh, 2006).

India and Vietnam's informal markets share similarities with those in Bangladesh. Though India has a vibrant informal sector, some studies on India's informal market mentioned several challenges that include regulatory hurdles, such as obtaining licenses and facing eviction threats, long hour of work without rest. In addition to that, they are not protected from the harmful weather conditions like heat, rain, dust and lack of storage facilities. However, vendors

demonstrate resilience and adaptability, using social networks to navigate challenges (Saha, 2016; Sekhani, 2019; Jain and Singh, 2019, Panwar, 2015). These challenges are also highlighted in the studies on Vietnam's markets. Vendors in Vietnam faced difficulties in obtaining permits, and the lack of basic amenities like water and sanitation impacted their businesses (Oliveira and Silva, 2018; Walsh, 2010). Okafor and Nwankwo (2017) studied open-air markets in Lagos, Nigeria, identifying infrastructure deficits as a major challenge. Issues such as poor waste management and inadequate facilities for vendors and customers were prevalent.

Several studies have delved into the intricate relationship between vendor tactics and governmental regulations. To analyze the dynamics of the relationships between vendors and regulatory authorities, a Participatory Rural Appraisal (PRA) tool such as Ven Diagram can be used to understand the social dynamics, power structures, and the role of stakeholders within these informal markets. Additionally, cause-effect diagram can be applied to identify the root causes of conflicts and challenges faced by vendors in navigating governmental regulations and enforcement (Kumar, 2002). Turner and Schoenberger (2021) argue that vendors' actions in Vietnam often signify a form of resistance against government oversight or a battle against urban poverty. Frequently targeted by authorities in public spaces, vendors face fines, bribes, and ridicule for appearing "out of place" or "non-modern." In terms of public spaces, de Certeau (1988) argued that when faced with power and ideology, the weak often resist in a circuitous manner rather than unconditionally complying with orders or rules. The strategies of street vendors are flexible and varied. They disappear and reappear and invade a new location. Despite generally adhering to regulations, vendors may disregard them if enforcement is lax (Lindell and Appelblad, 2000). In a study of vendors in old Beijing, Li et al. (2018) observed that, lacking substantial support, these vendors devised clever tactics to navigate restrictions on their selling hours. To extend their operations without direct conflict with security guards, vendors engage in a charade of pretending to pack and unpack goods when approached, effectively prolonging their selling time within the confines of the regulations. Haque (2014) examined the political dynamics of informal commerce in Dhaka, emphasizing the importance of good relations with local linemen accountable to political leaders. Police presence often involves extortion, and the City Corporation plays a key role during evictions, which can occur suddenly without prior notice. The main causes of evictions include road widening, law enforcement actions, pressure from residents, and events at the Sher-E-Bangla National Cricket Stadium (Rahman et al., 2021). Pema (1999) examined Mexico City's informal markets, noting

that vendor organizations serve as negotiators to navigate bureaucracy and as managers of social assets, controlling access and resolving conflicts. Moreover, social capital, family, friends, etc., play an important role among street vendors whenever access to stalls in the informal market is at stake. In Lagos, Nigeria, Grossman (2019) found that private market associations in the informal sector create economic stability by developing pro-trade policies in response to perceived predatory politicians. Associations maintain credibility by eschewing extortion and relying on trader support to mobilize against political threats.

A large number of urban dwellers rely on informal markets to maintain their daily expenses. Evicting informal markets is not a solution, but instead, it will place the city in a more critical state (Israt and adam, 2014). The renowned Peruvian Economist Hernando De Soto suggested - Instead of condemning the onslaught of informality, the government should recognize informality, by loosening restrictions and cutting bureaucracy, Informal trade and Informal markets will expand, and their incorporation into the formal economy will benefit both sectors of the economy (Marquez, Alina, 1990). A large number of urban dwellers rely on informal markets to maintain their daily expenses. Evicting informal markets is not a solution, but instead, it will place the city in a more critical state (Israt and adam, 2014). Local authorities have to develop a management system for informal vendors to enable them to operate their businesses responsibly and to allow the authority to collect legal taxes from them ( Hossain et al. 2022). Changes in timetable and position layout, and management decentralization can improve this sector (Chen et al. 2018; Patel et. Al. 2021).

The entire study has been conducted in a systematic manner in order to achieve the research objectives. This chapter will explain the procedures involved in the study. Data collection, application of PRA tools, and data processing have been discussed here.

### 3.1 Tools and Techniques Used for Data Collection

The data for the present study was acquired from both primary and secondary sources. The means of primary data collection were observations and field interviews of individuals working in temporary informal market and local residents near Iraqi Playground. The study employed qualitative approach to gather primary data by applying PRA (Participatory Rapid Appraisal) tools. The observation of informal market was executed using a specific checklist in order to categorize them, determine their location and seating arrangements (i.e., on the road, footpath, or vacant plot). Qualitative surveys were conducted in the informal market located on Iraqi playground through focused group discussions (FGD) and interviews with key informants (KII). During the FGDs and KIIs, the participants were informed about the purpose of the study and were assured that the information provided would be collected anonymously. Efforts have been made to have FGD sessions including female vendors in the study site. The collected data primarily consisted of qualitative write-ups, maps, photographs, and sketches.

#### 3.1.1 Space Related PRA Tools

Space related PRA tools are used for exploring the spatial dimension of people's reality and helps to represent people's perception, their relation to space through mapping (Kumar, 2002).

*Table 3.1: Application of Space Related PRA Tools*

Space related PRA tools	Date	Time	Purpose
Social Resource Map	7 December 2023	11:30 AM-12:30 PM	To identify the existing social infrastructures, resources and facilities at the site
Natural Resource Map			To identify the exiting natural resources and overall environmental condition at the site
Transect Walk	11 December 2023	12:00 PM – 1:00 PM	To depict a cross sectional view of the study area and identify the key problems and opportunities at the site

#### 3.1.1.2 Social and Resource Map

For preparing social and resource map, six vendors were chosen to conduct FGD, which included both female and male participants. The participants had a comprehensive

understanding of the resources present in their areas and were requested to identify and label the social and physical resources on a base map. All identified resources were then plotted on a paper and two separate maps drafts map were prepared, which include social resource map and natural resource map. (Appendix 1)



Source: Field Survey, 2023

**Photograph 3.1** Facilitators' Discussion with Local People and Note Taking at the Site

### 3.1.1.2 Transect Walk

Prior to commencing the transect walk, selection of participants for the walk and the identification of the transect walk route are necessary. At first, one male and one female as participants. The transect route was predetermined by studying the Google Map of Iraqi Playground Area. Two transect sections were identified in the East-West (section A-A') and North-South (Section B-B') directions to obtain a representative view of the informal activities at the Iraqi Playground. The diagrams were segmented into different zones to bring out information on land use, type of informal activity, type of structures used for business, drainage facility, problems of



**Figure 3.1** Identified Two Transect Paths on Google Map

the market areas etc spatially. A checklist of indicators was developed, which included information about the natural, social, physical environment of the informal activities. Finally, a transect walk was conducted along the two designated routes, involving a team of five facilitators and two informal vendors. Data were subsequently incorporated into the original checklist. Notes and photographs were taken to facilitate the transfer of information onto the transect path. Finally, the participants created a transect diagram that presented a cross-

sectional depiction of the walking route, alongside a table of comparative analyses of the different zones based on the collected information (Appendix 2).

### 3.1.2 Time Related PRA Tools

*Table 2: Application of Time Related PRA Tools*

PRA tools	Date	Time	Purpose
Historical Timeline			To explores the temporal dimension from historical perspective and the chronology of events as recalled by local people
Seasonal, Weekly and Occasional Diagram	January 5, 2024	02.30 PM - 04.00 PM	To identify the variation in informal activities across the seasons/weeks/occasions over the years.
Daily Activities Schedule			To identify daily routine pattern of informal vendors and distribution of workloads throughout the day.
Dream Map	January 25, 2024	1:00 PM-2:00 PM	To represent vendors' future vision about the informal market

#### 3.1.2.1 Historic Timeline

A timeline has been prepared to investigate about the informal vendor community at Iraqi Playground. Six vendors took participation in the interview to get the historical background and useful information regarding the informal activities.

#### 3.1.2.2 Seasonal Diagram and Daily Activity Schedule

The seasonal diagram was categorized into five different seasons, such as winter (mid-December to mid-February), spring (mid-February to mid-April), summer (mid-April to mid-June), monsoon (mid-June to mid-August), autumn, and late autumn (mid-August to mid-December). To explain the variation in informal vendors' financial situation across the year, seasonal diagrams for different types of vendors, such as vegetable vendors, fruit vendors, and fish vendors were created. Separate seasonal diagrams to represent the informal market's overall condition and vendor satisfaction in different periods across the year have been used. Weekly diagram was prepared to explore variation in vendors' financial situation on different days of the week. Occasional diagram was also prepared to represent fluctuations in sales of different goods depending on various occasion. For preparing daily activity schedule, FGD was conducted involving two types of vendors, vendors who live close to the market and those who

live far away. Detail process of their daily activities across different time of a day were asked and noted down.

### **3.1.2.3 Dream Map**

Vendors were asked about their vision of the market and the improvements they anticipate. They visually represented changes regarding spatial arrangements and physical features on a draft dream map (Appendix)

### **3.1.3 Relation Related PRA Tools**

*Table 3: Application of Relation Related PRA Tools*

<b>PRA tools</b>	<b>Date</b>	<b>Time</b>	<b>Purpose</b>
Venn Diagram	January 25, 2024	1:00 PM- 2:00 PM	To identify internal and external stakeholders associated with the informal market, their influence and interaction
Process Mapping			To identify the role of different stakeholders in the management process and activities associated with the informal market
Pair Wise Rankings			To identify and prioritize the problems of the informal market from both vendors and customers' perspective
Cause and Effect Diagram	January 26, 2024	2:00 PM – 3:00 PM	To explore the inherent causes of the identified problems and their effect on the informal activities

#### **3.1.3.1 Venn Diagram**

Before the survey took place, a list of potential stakeholders from within and outside the market community was compiled. On the initial day, a FGD was conducted involving five vendors who were tasked with representing the level of influence and interaction they have with the stakeholders' using circles and arrows. A draft venn diagram was prepared at the field representing size of the circles indicated their level of influence, while the direction and size of the arrows indicated their level of interaction.

#### **3.1.3.2 Process Map**

The process maps were prepared following a discussion with the vendors on the first day of the survey about market management, the process of purchasing wholesale products, the solid

waste management system, and the process of accessing water supply and sanitation facilities in detail. Notes were taken down during this discussion (Appendix 3).

### ***3.1.3.3 Pair-wise Ranking and Cause-Effect Diagram***

The problems, causes, and effects that exist on the informal market site would be examined from two perspectives, one from the standpoint of informal vendors, and the other from the local inhabitants. Pair wise ranking and cause-effect diagram were applied. Pair wise ranking is a structured method for ranking a small list of items in priority order. At first, problems experienced by informal vendors and the residents were identified individually on the very first day of survey. A list of problems was created from both perspectives, followed by the development of a matrix that ranked all of the factors. Each box on the matrix indicates the intersection (or pairing) of two elements. Then each pair was ranked. Finally, the frequency of each problem has been calculated using the number of times it appears in the matrix and pair-wise ranking from both perspectives were completed and priority problem was identified. The following day, the participants (both vendors and local residents individually) were then asked about the reasons behind these issues. A thorough evaluation was conducted to determine the effect of these problems, and all related information was documented. Additionally, a cause-effect analysis was carried out. The second day of the survey also included a visit to the Ward Councilor Office and interviews with the office staff.

## **3.2 SWOT Analysis**

Following the preparation of the above tools, both internal and external factors that influenced the study area were identified. A SWOT diagram was then created to explore the community's potential and limitations.

## **3.3 Data Processing and Analysis**

The collected data from the field surveys, focused group discussions and key informant interviews are processed and analyzed systemically. The primary data obtained applying PRA tools, which consisted of qualitative write-ups, maps, photographs, and sketches, were organized and categorized according to the research objectives. Through descriptive writing, the collected data is presented in this report. The data analysis was also supported by the use of graphical and tabular representations, such as maps, diagrams, and tables. Data discrepancies were also observed among different respondents during data processing.



The chapter presents an overview of the study area, emphasizing the historical timeline and the physical and spatial aspects of the informal activities. It specifically offers details about the location of the market, how it evolved over the years and the physical features and also provides insights into the natural surroundings and the available resources encompassing the study area.

#### 4.1 Location of the Study Area

For conducting our research on informal market, we have selected Iraqi playground as our study area. The study area is situated in Ward 23 of DSCC, which is located in New Paltan Lane within the larger area known as Azimpur under the jurisdiction of Lalbagh Police Station. The predominant land use in the area is residential development, with the remaining space allocated for roads, markets, institutions, and open spaces. Adjacent to the graveyard, in the eastern section of the playground, is an informal market that operates in the morning. The Detail Area Plan (2016-2035) designates the study area primarily as a playground. Residential developments surround the study area to the north, west, and south, while on the east side, it is bordered by New Paltan Lane Road and Azimpur Graveyard.

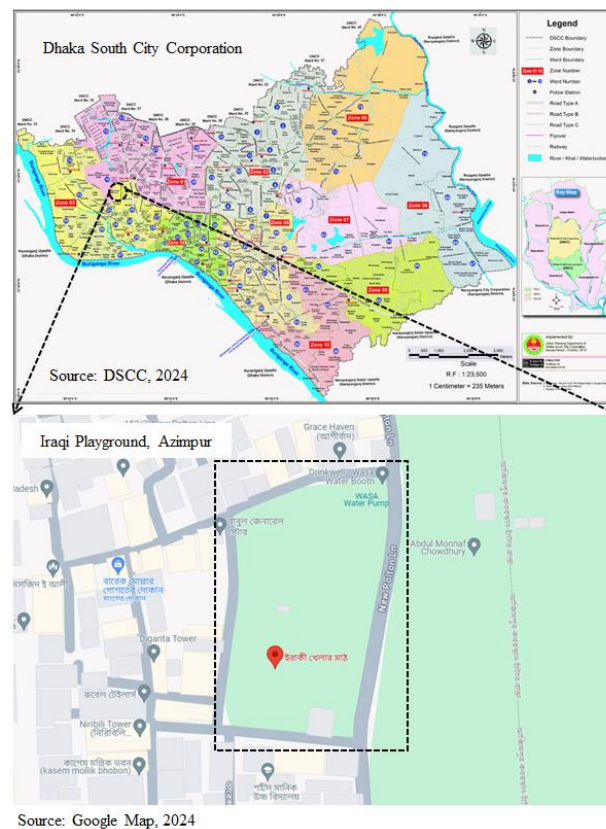


Figure 4.1: Location of the Study Area

## 4.2 Evolution of the Informal Market: A Historical Perspective

The informal market is located on Iraqi Playground has a rich historical background. The Iraqi association established the playground in 1950. Between 1996 and 1998, informal activities began, initially lacking any protective measures from adverse weather conditions. From 2004 onward, vendors started to use wheeled vans and carts. The use of mobile vans and carts gives protection during rainy season and also facilitate the easy transportation of products from one location to another. The pond once situated on the northeast side gradually filled with soil due to construction of residential buildings. By 2012, it was completely filled. Gradual building construction between 2014 and 2016 transformed the area into a densely populated residential zone, which eventually increased customers from the residential community leading to prosperous business of the market. A deep-tube well installed by WASA in 2016 serves as a vital source of drinking water for the vendors. From 2017, the vendors started using umbrellas to provide shelter from unfavorable warm or rainy conditions. WASA implemented a sewage line within the area during the year 2016. Certain vendors experienced theft of their products and were on the brink of being evicted from the premises due to the emergence of illegal activities within the playground. In 2022, recognizing the importance of security, the vendors took the initiative to hire a guard who was remunerated with 20 taka per vendor and ensured their safety and security.

*Table 4.1: Historical Timeline of the Informal Vendor Community at Iraqi Playground*

<b>Timeline</b>	<b>Incidence</b>	<b>Remarks</b>
<b>1950</b>	Establishment of Iraqi Graveyard along with playground, owned by Iraqi association	Association claims that local people are trying to occupy it.
<b>1996-1998</b>	Beginning of informal activity at Iraqi Playground	Vendors didn't employ any shading mechanism as such umbrella to provide shelter during adverse weather.
<b>2004</b>	Vendors started using infrastructures such as vans, carts to keep their products.	Protecting against water logging and allowed easy movement of goods
<b>2004-2011</b>	Gradual filling of a pond located at the corner of the playground.	Dumping earth from the construction site on the pond resulted in gradual filling.
<b>2014-2016</b>	Construction of new buildings and formation of dense residential area	Vendors were benefitted from increased number of customers.

<b>2016</b>	Instalment of deep-tube well by WASA in the north-east part of the playground.	Used by vendors for drinking water
<b>2017</b>	Started using umbrella above the vending carts	Used as protection against the rough weather conditions
<b>2019</b>	On-going sewage construction by WASA	Usual roads became unsuitable for use.
<b>2022</b>	Security Guard was hired and each vendor paid 20 takas to the guard.	Occurrence of illegal activities and some vendors faced stealing of products.

*Source: Field Survey, 2023*

### 4.3 Social and Natural Resources of the Study Area

#### 4.3.1 Social Infrastructure and Community Facilities

Figure 4.2 illustrates the physical and social aspects of the study area which is further detailed out in the following Table 4.2

*Table 4.2 Social Infrastructure and Community Facilities of the Study Area*

<b>Social and Physical Resources</b>	<b>Description</b>
<b>1. Playground</b>	The informal market is located on the Iraqi playground which usually sits at a fixed position on the field from 7 AM till 1 PM. The market offers a variety of goods for sale, including vegetables, fruits, fish, meat, chicken, clothing, tea, and street food. Local youths to engage in recreational activities on the southern side of the playground.
<b>2. Road</b>	The informal market is located adjacent to New Paltan Lane Road in Azimpur on the eastern side and encompassed by local access roads from the northern, southern, and western directions. These access roads are properly constructed and upheld.
<b>3. Water Pump</b>	A water pump of WASA is situated on the northeast side of the playground. Vendors collect drinking water from this pump.
<b>4. Waste Dumping Site</b>	There is no designated waste dumping place on the playground. The generated waste is accumulated at one corner of the field.
<b>5. Public Gathering Space</b>	A public gathering space is observed on the northwest side of the playground. Adjacent to this space, there is a tea stall. Locals gather

	here to spend their leisure time, especially the elderly and male population. The players gather at this place during breaks.
<b>6. Graveyard</b>	Adjacent to the playground, there is a burial ground on the east.
<b>7. Club</b>	There is a club adjacent to the graveyard.
<b>8. Car Parking</b>	There is designated place for car parking on south side of the playground. Usually, local residents park their cars in this place.

Source: Authors, 2024

#### 4.3.2 Natural Resources

Figure 4.3 depicts the natural resources including the topography, terrain and slope; vegetation and tree species; and the soil type of the site.

- a) **Topography and Type of Soil:** The site is primarily characterized by flat terrain. On the northeastern corner of the site, certain sections of the terrain exhibit heightened elevation, resulting in the formation of a raised mound. In terms of soil composition, the site primarily consists of silty sand.
- b) **Vegetation and Tree Species:** Vegetation was observed on top of the mound. Usually, some locals do vegetation on the elevated land. Several tree species such as Mango tree (*Mangifera indica*), Coconut tree (*Cocos nucifera*), Betel nut tree (*Arica Katecu*), Tropical almond (*Terminalia catappa* L.) were found at the site. Trees are located at the northeast side, adjacent to the mound.



Photograph 4.1: Plain Land with Silty Soil Type



Photograph 4.2: Elevated Land



Photograph 4.3: Vegetation on the Elevated Land

Source: Authors, 2023



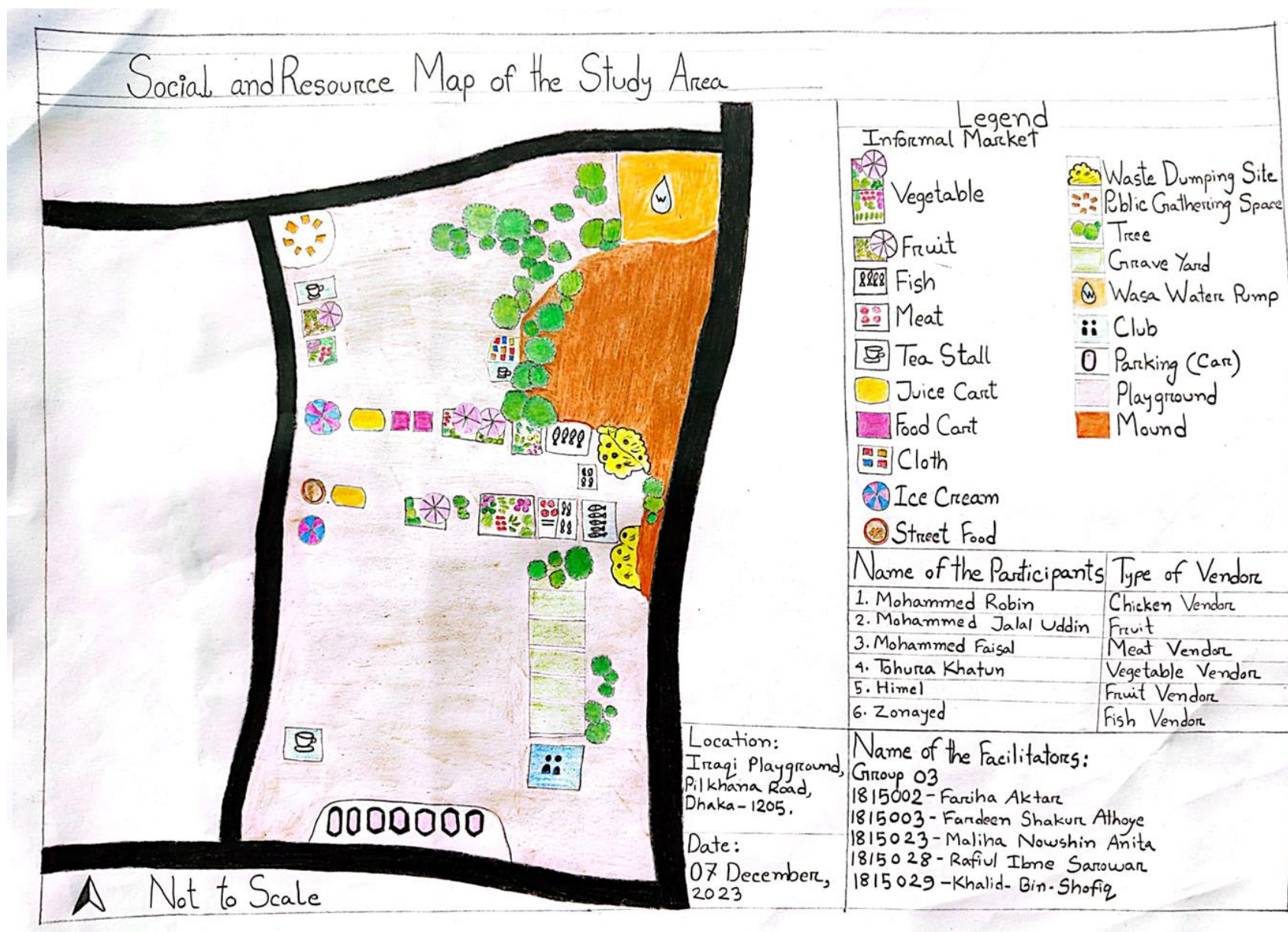


Figure 4.2: Social and Resource Map of the Study Area



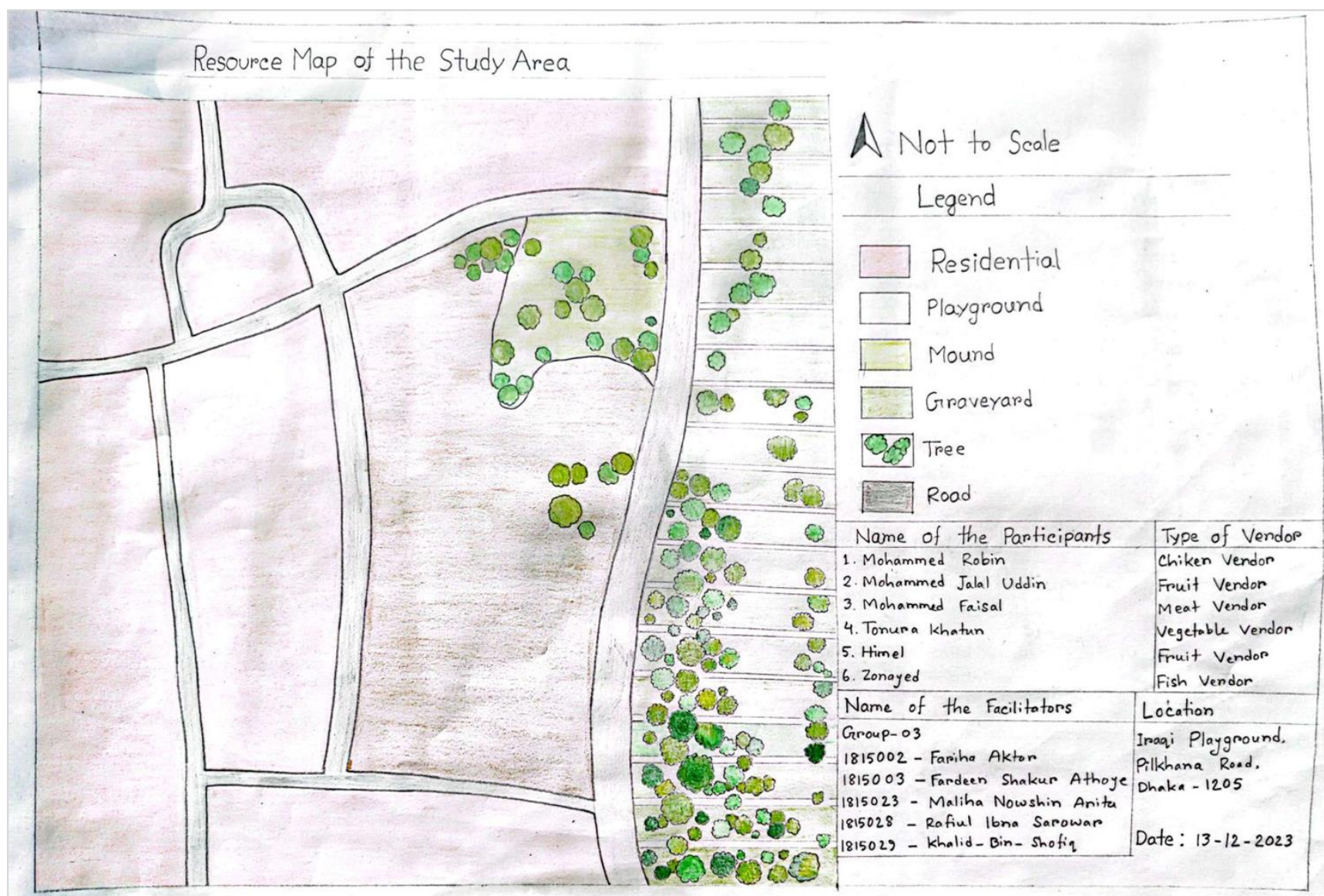


Figure 4.3: Natural Resource Map of the Study Area

#### **4.4 Spatial and Physical Characteristics of The Informal Market Activities**

Almost all daily necessities are available on the market site, and a diverse range of customers are served on a regular basis. The variety of services and products offered is also rather large. The Transect diagram in Figure 4.4 illustrates the spatial dimension of these activities and the type structures employed to facilitate their operation. All activities are conducted on a plain land which is essentially an open space. In the informal market, the vendors sale different type of goods such as fruit, vegetable, poultry, fish and meat.

##### **4.4.1 Material Used and The Design of The Informal Market Structures**

Innovative techniques have been employed for the design of these informal stalls, which vary depending on their function as illustrated in the Figure 4.4. These structures occupy a relatively small area in order to accommodate the business, and they do not possess any permanent or fixed elements. It was observed that tea and street food vendors operate from carts constructed from wood, bamboo, and polythene sheets. Additionally, vegetable shops are temporarily established on wooden vans or mats made up of polythene sheets. In order to shield themselves from the sun and rain, these temporary stalls, such as tea stalls, food carts, and vegetable carts, employ umbrellas made from fabric on their tops, as the majority of their activities are conducted during daylight hours. On the other hand, fish vendors sit on poly bags placed on mats, although no umbrellas were observed above these mats.

#### **4.5 Summary of Findings**

The informal market is primarily situated in an open area, surrounded by residential developments. Over the years, the region has transformed into a densely populated residential zone, resulting in increased business for the vendors. Initially, the vendors used any means possible to protect themselves from adverse weather conditions. However, in the last seven years, they have started using umbrellas for shelter. The site also offers various social resources including a playground, nearby access roads, a water pump, an open waste dumping site, public gathering spaces, clubs, tea stalls, a burial ground, and car parking facilities. The area is mostly flat with silty sand soil, vegetation on a raised mound, and several tree species nearby. Besides, the market site offers a wide range of products, with vegetable and fish vendors being the most common. The structures used for these informal stalls vary depending on their function and are constructed using materials such as wood, bamboo, and polythene sheets. They also utilize fabric umbrellas for protection against the sun and rain.





Figure 4.4 Transect Walk Diagram Depicting Cross-Sectional View (A-A')



## CHAPTER 5: TEMPORAL TRENDS OF INFORMAL ACTIVITY

The chapter provides insights into the temporal dimensions of informal activity taking place on Iraqi Playground. Temporal analysis of informal activity was done considering the seasonal variation across annual cycle as well as weekly and occasional variation. It particularly focused on the variation in financial condition such as sale volume, availability of wholesale goods, income, savings, food security, price fluctuation among vegetable, fish and fruit vendors across annual cycle. The seasonal variation of overall market condition such as waterlogging, discomfort in movement, ease of goods storing etc were also analysed in this section. Besides , sale volume of vegetable, fish and fruits also vary during Pahela Baishakh, Ramadan, Durga-puja, Eid-ul-fitre and Eid-ul-adha which was also represented in seasonal diagram of occasional variation.










































































Season Months	 <b>Winter</b> (Mid December – Mid February)	 <b>Spring</b> (Mid February – Mid April)	 <b>Summer</b> (Mid April – Mid June)	 <b>Monsoon</b> (Mid June – Mid August)	 <b>Autumn and Late Autumn</b> (Mid August – Mid December)
Sale Volume	●	● ●	● ● ●	● ● ● ● ●	● ● ●
Availability of Wholesale goods		 	  	   	 
Income	 	 	  	   	 
Savings			 	  	 
Food Security	 	 	  	  	 
Price Fluctuation	  	 	 		 
Satisfaction		 	  	   	 
<b>Participants:</b> Jalal Uddin, Johurul Islam, Shahid, Shojib, Nurul Islam, Saifullah <b>Facilitator:</b> Fariha, Athoye, Anita, Khalid, Rafiul					Date: 5 January, 2024

Figure 5.1 Seasonal Diagram of Financial Situation of Vegetable Vendors

### 5.1 Variation in Financial Condition Among Vendors Seasonally

The findings show that vegetable vendors' sales volume increases in winter and spring because of higher vegetable production. As a result, they can buy plenty of goods from the wholesale market for vegetables at a reasonable price. In winter and spring, the market price of vegetables remains comparatively stable. In this season of the year, the overall financial situation of the vegetable vendors remains comparatively good due to increased income and savings. Therefore, their satisfaction level is higher in the winter and spring. But the sales volume






























































































Season Months	 <b>Winter</b> (Mid December – Mid February)	 <b>Spring</b> (Mid February – Mid April)	 <b>Summer</b> (Mid April – Mid June)	 <b>Monsoon</b> (Mid June – Mid August)	 <b>Autumn and Late Autumn</b> (Mid August – Mid December)
Sale Volume	● ● ● ● ●	● ● ● ● ●	● ● ●	● ●	● ● ●
Availability of Wholesale goods	    	    	   	 	  
Income	    	    	  	 	 
Savings	   	  	 		
Food Security	    	    	  	 	 
Price Fluctuation		 	 	  	 
Satisfaction	    	   	 		 
<b>Participants:</b> Jalal Uddin, Johurul Islam, Shahid, Shojib, Nurul Islam, Saifullah <b>Facilitator:</b> Fariha, Athoye, Anita, Khalid, Rafiul					
					Date: 5 January, 2024

Figure 5.2 Seasonal Diagram of Financial Situation of Fruit Vendors

decreases after the summer. On the other hand, fruit vendors' sales volume increases in the summer due to the higher availability of seasonal fruits. Because summer is the most suitable fruit-harvesting season in Bangladesh, Therefore, fruit vendors' income, savings, and satisfaction levels remain high during this season. In winter and spring, fruit vendors' sales decrease due to lower production of seasonal fruits. They collect imported fruits from



































































































Season Months	 <b>Winter</b> (Mid December – Mid February)	 <b>Spring</b> (Mid February – Mid April)	 <b>Summer</b> (Mid April – Mid June)	 <b>Monsoon</b> (Mid June – Mid August)	 <b>Autumn and Late Autumn</b> (Mid August – Mid December)
Sale Volume	● ●	● ● ● ● ●	● ● ● ● ● ● ●	● ●	● ● ●
Availability of Wholesale goods	  	    	    	  	  
Income	    	    	    	  	  
Savings	 	 	  		 
Food Security	    	    	  	 	  
Price Fluctuation	  	 		  	 
Satisfaction		 	    	  	  
<b>Participants:</b> Jalal Uddin, Johurul Islam, Shahid, Shojib, Nurul Islam, Saifullah <b>Facilitator:</b> Fariha, Athoye, Anita, Khalid, Rafiul					
					Date: 5 January, 2024

Figure 5.3 Seasonal Diagram of Financial Situation of Fish Vendors

wholesale markets. Therefore, their income and savings decrease during this season. During monsoons, heavy rainfall and flooding hamper the production of vegetables and fruits. As a result, sale volume is the lowest during the monsoon due to the lower availability of wholesale goods. The price fluctuates mostly in the rainy season. Sometimes, the vendors get only a few customers due to the price hike in the monsoon. They can hardly save any money. During this season, the overall financial situation of the vendors remains poor. In autumn, the vendors have a moderate sale volume and income. Sale volume of fish vendors increases in monsoon due to higher availability of freshwater fish species in the wholesale market. The fish vendors find more customers for their affordable prices and abundance of fish during the monsoon. Their satisfaction level is higher in the monsoon, depending on their sales. Their sales volume decreases after autumn, especially in September. In winter, the availability of freshwater fish is less, and the market price tends to be higher.

## 5.2 Overall Market Condition Across Annual Cycle









































Season Months	 <b>Winter</b> (Mid December – Mid February)	 <b>Spring</b> (Mid February – Mid April)	 <b>Summer</b> (Mid April – Mid June)	 <b>Monsoon</b> (Mid June – Mid August)	 <b>Autumn and Late Autumn</b> (Mid August – Mid December)
Water Logging			 	   	 
Disease Outbreak			 	   	 
Discomfort in Movement			 	   	 
Ease of Goods Storing	   	  			 
<b>Participants:</b> Jalal Uddin, Johurul Islam, Shahid, Shojib, Nurul Islam, Saifullah <b>Facilitator:</b> Fariha, Athoye, Anita, Khalid, Rafiul					
					Date: 5 January, 2024

Figure 5.4 Seasonal Diagram of Overall Condition of the Informal Market

Figure 5.4 shows the variation of overall market conditions across the year. Waterlogging is a common scenario during the monsoon in our study area. Heavy rainfall leads to stagnant water at the site due to drainage problems. Also, disease outbreaks and dengue spread increase in monsoons as a result of water logging. Some vendors are affected by various diseases. Sometimes they are unable to conduct business for days. The vendors face difficulty in movement and transferring their goods due to water logging. During the winter, the vendors can easily store the goods without any storage facilities due to the cold temperature. On the

other hand, the vendors face difficulty storing the goods during the summer. Because the goods become rotted during hot temperatures.

### 5.3 Weekly and Occasional Variation

Figure 5.5 shows the weekly variation of informal vendors' sales and market situation. Weekly variation of informal markets refers to the temporary fluctuation of informal activities that occur across the week. Weekly variation is observed in terms of sale volume on holidays and

Days Variables	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
Sale Volume (6AM-9AM)	● ● ●	● ● ●	● ● ●	● ● ●	● ● ●	● ● ●	● ● ●
Sale Volume (9AM-12AM)	● ● ●	● ●	● ●	● ●	● ●	● ●	● ● ●
Sale Volume (12PM-3PM)	● ● ●	● ●	● ●	● ●	● ●	● ●	● ● ●
Availability of Wholesale goods	● ● ●	● ● ●	● ● ●	● ● ●	● ● ●	● ● ●	● ● ●
Income	● ● ●	● ●	● ●	● ●	● ●	● ●	● ● ●
<b>Participants:</b> Jalal Uddin, Johurul Islam, Shahid, Shojib, Nurul Islam, Saifullah <b>Facilitator:</b> Fariha, Athoye, Anita, Khalid, Rafiul							Date: 5 January, 2024

**Figure 5.5** Weekly Variation in Informal Activity

other working days. Along with weekly variation, we have also incorporated timely variation in selling goods. The nearby residents manage to buy their necessary goods on Friday as all public and private organizations remain closed. The findings show that sales increase on Friday after 12 p.m. After the Jumma prayer on Friday, residents gather on the Iraqi field, and sometimes they come to visit the graveyard. During this time on Friday, sales increased in the informal market. Sometimes sports events are scheduled for Fridays and Saturdays. As a result, the number of sales increases on such days.

Figure 5.6 shows the occasional variation of sales in the informal market. When people celebrate Pohela Boishakh (the Bengali New Year) by eating traditional Bengali dishes, fish sales rise. Conversely, as most people consume meat during Eid-ul-Azha, sales of fish actually decline during that period. During the time of Pohela Boishakh, the sales of fruits and meat decreased. During Ramadan, the sale of fruits increases the most. The sale of fish, meat, and

Occations	Pohela Boishakh	Ramadan	Durga Puja	Eid-ul-fitr	Eid-ul-adha
Sales of Fruit	●	● ● ●	● ●	● ●	● ●
Sales of Fish	● ● ●	● ● ●	● ● ●	●	●
Sales of Meat	●	● ●	● ● ●	● ● ●	●
Sales of Vegetable	● ●	● ●	● ●	●	●
<b>Participants:</b> Jalal Uddin, Johurul Islam, Shahid, Shojib, Nurul Islam, Saifullah <b>Facilitator:</b> Fariha, Athoye, Anita, Khalid, Rafiul <b>Date:</b> 5 January, 2024					

Figure 5.6 Occasional Variation in Informal Activity

vegetables remains at a moderate level during Ramadan and Eid-ul-Fitre. Meat sales continue to be highest on Eid-ul Fitre and lowest on Eid-ul Azha.

#### 5.4 Daily Activity Schedule of Vendors

In the vibrant setting of the informal market, vendors follow distinct daily routines based on their proximity to the market, commuting challenges, and gender roles. The lives of three specific groups—men vendors living nearby, men vendors residing farther away, and women vendors living at a distance—unfold in unique ways (Figure 5.7).

Men vendors living nearby the Iraqi field: For men vendors residing in proximity to the market, the day begins in the early morning hours, between 4-5 AM. Their journey commences from the wholesale market towards the Iraqi field, where they swiftly set up their vending vans. The fish vendors go to Jatra Bari wholesale market, and the vegetable vendors go to Kawran Bazar wholesale market every morning. A quick breakfast at a local tea stall fuels them for the day. The prime selling hours kick off from 7 a.m. until 2 p.m., after which they move to the Kuwait Moitry Hall market, sustaining their sales till midnight. The continuity is evident as they persist in selling goods until 12 p.m. After returning home, they rest before waking up to start anew for the wholesale market. The allotted duration for their sleep is notably short. They sleep for a maximum of two hours every day. The cycle restarts as they wake up and embark on their journey to the wholesale market, symbolizing a relentless commitment to their trade. Men

vendors living far away from the Iraqi field: In contrast, men vendors residing farther away endure a more extensive commute to the Iraqi field, starting from the wholesale market. Their day mirrors that of the nearby vendors. The distinction arises in the latter half of the day, as they return home at 8 a.m. from the Kuwait Moitry Hall market. Unlike the vendors living nearby, these vendors opt for an earlier bedtime, finding rest before waking up to start their journey to the wholesale market once again.

Women vendors living far away: There was only one-woman vendor in the Iraqi field market who sold vegetables and came to the market from Savar. The female vendor introduces a domestic dimension to her daily routine, which was absent for the male vendors. Her mornings involve household responsibilities and preparing meals. They collect vegetables from her own farm before starting to go to the market by bus. Selling goods spans from 7 AM to 2 PM. Returning home, they prioritize family by cooking dinner before winding down for the night.

## **5.5 Comparative Analysis in the Trends of Informal Activity**

The daily activities of informal vendors can be significantly affected by seasonal and weekly variations. The demand for certain products or the availability of customers may fluctuate depending on the season. Furthermore, the weather can also influence the activities of the vendors throughout the different seasons. Additionally, the difference between weekdays and weekends can impact consumer activity and the daily schedule of the vendors. During festive seasons, there are notable changes in product demands, prices, and consumer activity. In order to analyze these variations, the following analysis has been conducted.

### **5.5.1 Effect of Weekly Variation on Daily Activity Schedule**

The fluctuations in informal activity on a weekly basis have an influence on the daily activity schedule of the vendors. Typically, these vendors conduct their business from the early hours of the morning; however, this pattern undergoes a change on Fridays. This alteration occurs as a result of Jummah, whereby vendors commence their business activities after the Namaz, as a considerable number of customers visit their carts after the prayer.

### **5.5.2 Effect of Seasonal Variation on Daily Activity Schedule**

Rainy Season is characterized not only by a decrease in the availability of goods at wholesale markets, but also a reduction in the number of customers. This phenomenon has a significant influence on the daily activity schedule of these vendors, as they choose to limit their business operations to shorter durations. Moreover, the rainy season is accompanied by an escalation

in the transmission of diseases such as dengue fever, which undeniably impacts their daily schedules.

### **5.5.3 Effect of Seasonal and Occasional Variation on Informal Activity**

The sales price and purchasing of goods demonstrate an evident fluctuation due to the occurrence of Ramadan. When Ramadan coincides with the rainy season, vendors are compelled to purchase products at a higher cost and thereby sell them at an elevated price.

## **5.6 Summary of Findings**





































The informal activities in the market site differ in three temporal dimensions: Season, Week, and Occasion. The financial situation of vegetable, fruit, and fish vendors varies seasonally. During the winter and spring, vegetable vendors experience increased sales volume and stable market prices. Conversely, fruit vendors experience the same during the summer when there is an abundance of seasonal fruit. However, sales volume decreases during the monsoon season due to a lower availability of wholesale goods. Fish vendors, on the other hand, experience increased sales volume during the monsoons because of the availability of freshwater fish species. In winter, the availability of freshwater fish decreases, resulting in higher market prices and reduced sales. In terms of weekly variations, nearby residents tend to purchase necessary goods on Fridays, leading to an increase in sales on that day. Sales also rise during sports events that are scheduled for Fridays and Saturdays. During the Pohela Boishakh celebration, fish sales increase, whereas during Eid-ul-Azha, fish sales decrease and meat sales rise. During Ramadan, the sale of fruits experiences the highest increase, while sales of fish, meat, and vegetables remain at a moderate level. Meat sales are highest during Eid-ul-Fitre and lowest during Eid-ul-Azha. Heavy rainfall and waterlogging during the monsoons negatively affect the overall market condition and can lead to disease outbreaks. Vendors face difficulties storing goods during the summer due to high temperatures.

The daily routines of vendors in the market are impacted by their proximity to the market, challenges related to commuting, and gender roles. The day for male vendors who live nearby typically starts early in the morning as they make their way from the wholesale market to the Iraqi field where they set up their vending vans. The most profitable hours for selling their goods are between 7 a.m. and 2 p.m., after which they relocate to the Kuwait Moitry Hall market and continue their sales until midnight. The time allotted for sleep is quite short, with male vendors sleeping a maximum of two hours per day. In contrast, male vendors who live

farther away have to endure a longer commute to the Iraqi field. Female vendors who live far away have additional domestic responsibilities to attend to as part of their daily routine, such as household chores and meal preparation. Before heading to the market by bus, they also gather vegetables from their own farm.

The daily activities of informal vendors are influenced by both seasonal and weekly variations. The demand for certain products and the presence of customers varies depending on factors such as the season, weather conditions, and differences between weekdays and weekends. Festive seasons also bring about changes in product demands, prices, and consumer behavior. The weekly patterns of informal activity have an impact on the daily schedules of vendors. During the rainy season, the availability of goods as well as the number of customers decreases, leading vendors to limit their business operations. The month of Ramadan also affects sales prices and the procurement of goods, resulting in vendors having to purchase products at a higher cost and sell them at an elevated price



	4-5 AM 	5-6 AM 	6-7 AM 	7 AM-2 PM 	2-6 PM 	6-8 PM 	8-12 PM 	12-2 AM 	2-4 AM 
Men Vendor living nearby	Start for the Iraqi field from wholesale market 	Reach to the field and set up the vending vans 	Finish their breakfast from a tea stall 	Starts to sell the goods and continue till 2PM 	Go to 3 No. gate market 	Continue to sell in 3 No. gate market 	Continue to sell in 3 No. gate market 	Sleep after going back home 	Wake up and starts for wholesale market 
Men Vendor living far away	Start for the Iraqi field from wholesale market 	Reach to the field and set up the vending vans 	Finish their breakfast from a tea stall 	Starts to sell the goods and continue till 2PM 	Go to 3 No. gate market 	Go back to their home 	Sleep 	Sleep 	Wake up and starts for wholesale market 
Women Vendor living far away	Wake up and prepare breakfast and Lunch for the family 	Pick up vegetables from her garden 	Reach to the market by bus and walking 	Starts to sell the goods and continue till 2PM 	Go back to their home 	Cook dinner for family 	Sleep 	Sleep 	Sleep 

**Participants:** Jalal Uddin, Johurul Islam, Shahid, Shojib, Nurul Islam, Saifullah

Date: 5 January, 2024

**Facilitator:** Fariha, Athoye, Anita, Khalid, Rafiul

**Figure 5.7** Daily Activity Schedule of Vendors at Iraqi Playground

The second objective of the study was to determine the problems and their cause-effect on informal vendors and local residents. The current chapter focuses on accomplishing this objective by recognizing the problems from the perspective of both vendors and local residents of the study area. Once the priority problems were identified, their cause and effect were examined separately for vendors and residents using cause-effect diagrams. Besides, existing problems within the market area were also explored from spatial dimension using transect diagram.

### **6.1 Spatial Dimension of Existing Problems in Informal Market**

Based on the type of informal activity occurring on the playground, the transect path was divided into six zones along the section A-A' (Figure 4.2) and eleven indicators have been incorporated into the transect diagram table. The first five zones along the transect path along section A-A' are utilized by tea sellers, street food vendors, vendors of fruits, vegetables, and fish. No data were gathered on food vendors since they are beyond the scope of the study. Certain problems and their impact on the vending community were identified from the transect diagram. The absence of government regulations has resulted in daily extortion and a decrease in sales. So, each vendor is required to pay 150–200tk from their personal savings every day. The drainage conditions are bad, leading to water blockage during rainfall, which creates problem in conducting their business. However, as a means of coping, they utilize a layer of sand to cover the water blocked areas. The waste disposal site remains uncovered, emitting foul odors and increasing the risk of disease transmission. Additionally, there are no sanitation facilities available for the vending community. As a result, male vendors resort to open defecation, while female vendors are forced to use a distant restroom near the graveyard. Besides, the presence of playground beside the informal activities creates a conflicting situation between the vendors and the players. Due to afternoon recreational activities, the vending hours on the field are restricted, prompting a relocation to a different area (Pilkhana Gate). Some fish sellers disclosed that their business is negatively impacted by the absence of cold storage, which forces them to frequently sell their products at a discount and risk losing money. However, unlike other roadside informal activities, there is little potential for confrontation with other road users since the activity is taking place on a playground and there is good interaction with the local community.

## 6.2 Identification of Problems and Their Cause-Effect on Informal Vendor Community

During FGD with the vendors, participants listed out specific problems that are negatively affecting their business activities (Figure 6.1). Among these problems, the priority problem was found to be limited business hours. The cause of limited business hours and its subsequent effect on the vendor community has been depicted in Figure 6.2.

### 6.2.1 Problem Identification and Ranking

*Limited Business Hours:* Vendors faced severe problems due to limited business hours as they were unable to sell all their goods within the restricted timeframe. The impact of this time limitation to conduct business activity was far more severe compared to other problems as the problem is associated with loss in income and disrupts vendors ability to earn regular profits and was ranked first in order of problems.

Problems	Lack of Sanitation (S)	Water logging (W)	Limited Business hours (L)	Mugging (M)	Lack of Electricity (E)	Frequency	Rank
Lack of Sanitation (S)		S	L	M	S	2	3
Water logging (W)			L	M	W	1	4
Limited Business hours (L)				L	L	4	1
Mugging (M)					M	3	2
Lack of Electricity (E)						0	5

Participants: Jalal, Shajib, Sumon, Tahura, Zonayed

Figure 6.1 Output from the pair-wise ranking of problems faced by informal vendors

*Mugging:* Vendors need to go Kawran Bazar, Shyam bazar, Kaptan Bazar, Jatrabari to purchase wholesale products at mid night. These vendors experience mugging very frequently which harms them both financially and physically. They don't have any money left for doing business operations for next two or three days and it depends on the amount of money taken. Intermittently, when they are physically attacked, hospital expenses become their burden and they have to discontinue conducting business during that time.

*Lack of Sanitation:* The vendors are deprived of any sanitation facilities at the market site. They use the toilets of the surrounding residents' house or the club. It's quite difficult for them doing business activities over a long time without having any adequate and proper sanitation facilities. A female vendor usually comes from Savar to sell vegetables and its quite a challenge for her to manage toilets. It is the third most severe problem after limited business hours and mugging.

*Water logging:* Iraqi fields get water logged in the rainy season or whenever there is heavy rain. To cope up with the rainy season, they have brought bigger umbrellas but still this is not sufficient to manage their business activities because of water logging in the field. They use sands and muds to make a path for the customers. Since it is a seasonal disruption, it stands second last of their preferred problems.

*Lack of electricity:* Vendors are only allowed to operate their businesses in the morning, specifically until 12 or 1pm. As they are prohibited from conducting business at night, the need for electricity is not as significant for them. However, if it were provided, it would serve as a valuable asset for their business endeavors. While it is considered a minor issue from the vendors' perspective, it can definitely have a positive impact. Among the various problems that have been identified, this particular issue is relatively insignificant.

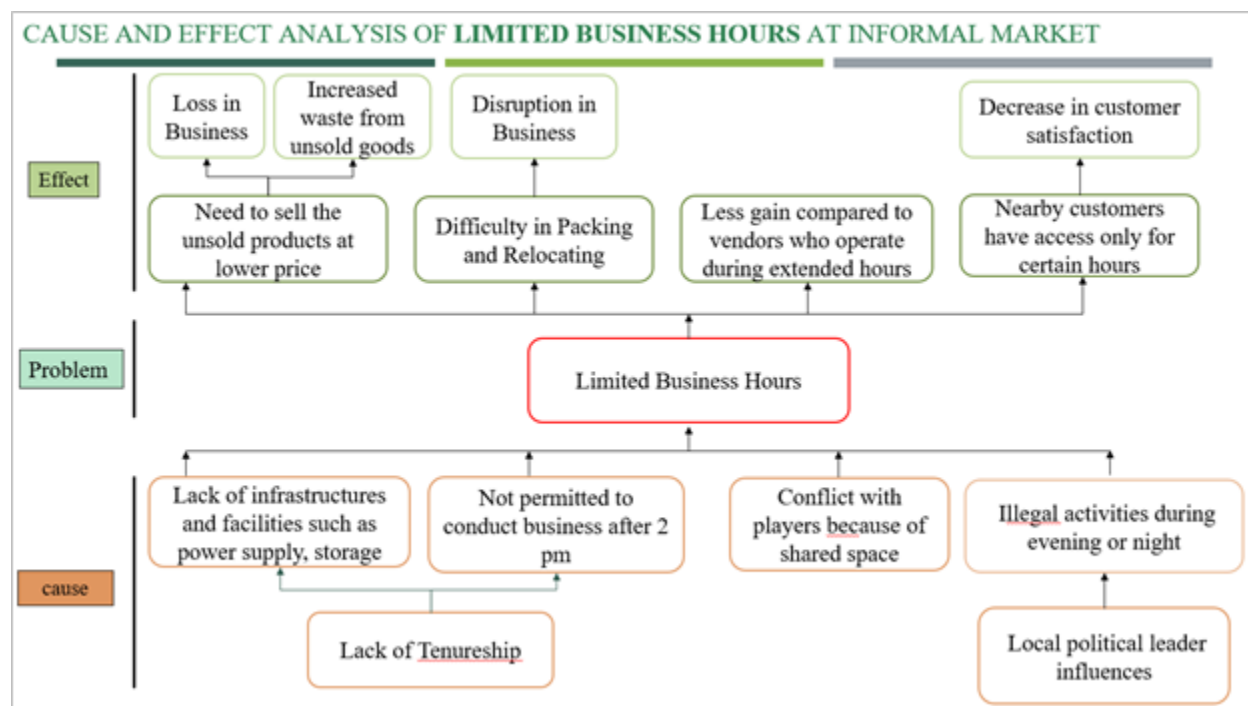
### **6.1.2 Cause-Effect Analysis of Priority Problem: Limited Business Hours**

According to the preferences of the informal vendors, limited business hours is the main problem. In this cause and effect diagram the cause and effect of this problem is broke down in Figure 6.2.

Historically, the ownership of Iraqi field belongs to Iraqi people and that's why the name came from it. Till now, there is land dispute and ongoing litigations for the ownership of that field. Neither the government or nor any private individual is the owner of this land. So, eventually it is used by the residents of the surrounding field and more exposed to public use. Since there is no land tenure for informal vendors also, they are not permitted to do the business activities after 1 or 2 pm. There are no better storage facilities also so that they can store their unsold goods. Eventually, it limits their business hours. Local political leaders have high influence on the market area and it can be understood by the local context and the land dispute of that field. Moreover, under their supervision of local political leaders, illegal activities are done on that market after the evening and without limiting the informal vendor activities their venture on illegal activities could

get hamper. The field is also used by cricket or football players from the afternoon. Conflicts may arise severely if informal vendors are allowed to do business in the afternoon also. Limited business hours cause many negative implications.

One of the primary effects is the selling of the unsold products at lower price. Due to the time limit, many goods such as vegetables, fishes remain unsold and they need to sell it at lower price



Participants: Jalal, Shajib, Sumon, Tahura, Zonayed

Figure 6.2 Cause-Effect Relationship of Limited Business Hours Problem

compare to the market price. It results loss in business and if they fail to sell the unsold products, a lot of waste generate which need further management. There are two types of vendors in the Iraqi field based on their location of the house. Those who are the nearby residents of the field usually move to the Kuwait Maitri Hall. They relocate their vans and goods and face difficulties in packing because for the time limit, they need to repack or unfold their products twice and thrice for the movement and it becomes a hassle for them. Informal vendors don't get enough time to sell and they gain less compare to those vendors who works for extended hours. The nearby customers have access only for a certain time which eventually causes the dissatisfaction of the customers.

## 6.3 Identification of Problems and Their Cause-Effect on Local Residents

The pair-wise ranking, based on the communities' perspectives on the problems linked to the informal market, highlights the pressing concerns affecting their daily lives and interactions within the community. Problems listed by local residents are illustrated in Figure 6.3 and their corresponding cause-effect has been depicted in Figure 6.4.

### 6.3.1 Problem Identification and Ranking

*Price Hike:* Topping the list is the issue of price hike, as community people unanimously identified it as the foremost challenge. According to the community people, vendors of this market, compelled to pay a daily extortion fee ranging from BDT 150-200 to political leaders representing the ward commission office, pass on this burden to customers by selling products at higher prices. This problem significantly impacts the purchasing power of the residents, making it a paramount concern for the community.

*Disruption of playground environment:* The second-ranked problem revolves around the disruption of playground use. The community's children, who traditionally play in the local playground, are hindered by the influx of market customers. This negative interaction affects the children's ability to play freely and enjoy their recreational time.

*Lack of Cleanliness:* The third concern centers on the lack of cleanliness in the community. Daily waste generated by the market adds to the environmental challenges faced by the community.

*Lack of Privacy:* Residents surrounding the informal market identified a lack of privacy as the fourth challenge, stemming from the bustling informal market. The constant influx of customers and outsiders compromises the residents' sense of personal space and privacy.

*Impeded Access due to Waterlogging:* The fifth and final concern pertains to impeded access to the market due to waterlogging. Seasonal variations and inadequate drainage infrastructure impact the smooth flow of customers and vendors resulting an inaccessible and troublesome market experiences for all.

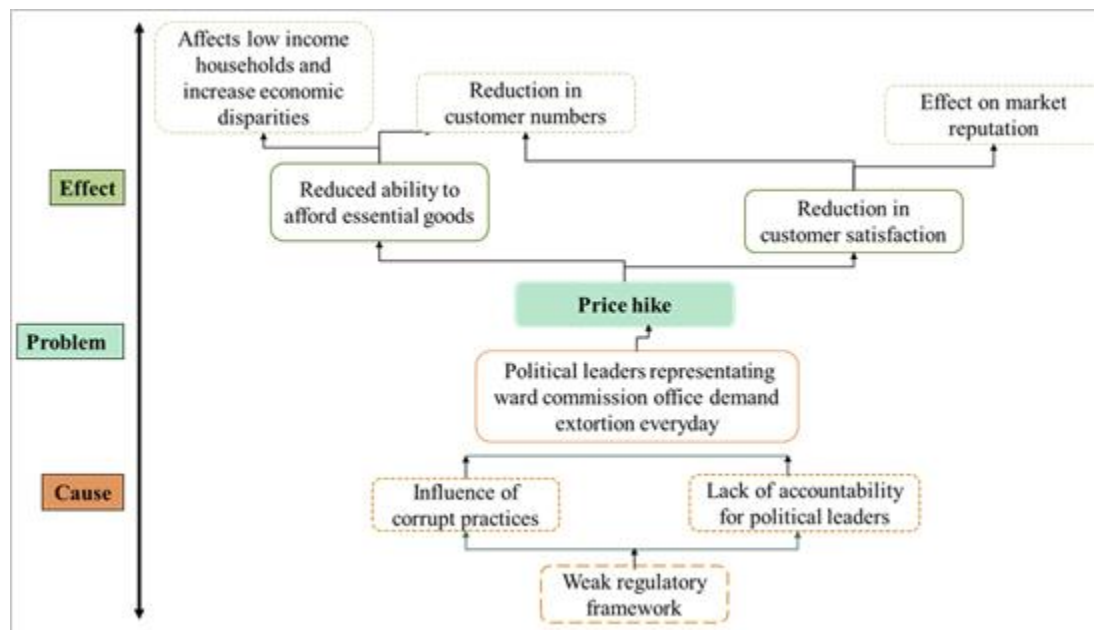
Problems	Lack of Cleanliness (C)	Loss of Privacy (P)	Playground Disruption (PD)	Inflated Price due to Extortion (I)	Impeded Access due to water-logging (W)	Frequency	Rank
Lack of Cleanliness (C)		C	PD	I	C	2	3
Loss of Privacy (P)			PD	I	P	1	4
Disrupting Playground Environment (PD)				I	PD	3	2
Price Hike due to Extortion (I)					I	4	1
Impeded Access due to Water-logging (W)						0	5

Participants: Mustafizur Rahman, Md. Jakaria, Morium Khanom, Labib Ahmed, Lisa Khatun

Figure 6.3 Output from the pair-wise ranking of problems faced by local residents

### 6.3.2 Cause-Effect Analysis of Priority Problem: Price Hike

Community people who are the regular customers of the informal market have pinpointed the



Participants: Mustafizur Rahman, Md. Jakaria, Morium Khanom, Labib Ahmed, Lisa Khatun

Figure 6.4 Cause-Effect Relationship of Price Hike Problem

issue of price hike as a critical problem, with a focus on the root causes and several effects.

The primary cause identified is the extortion demanded by political leaders representing the Ward Commission office. Political leaders demanding extortion create a financial burden on market vendors, compelling them to inflate prices to meet these demands. A culture of corruption within political structures influences leaders to engage in unethical practices, such as demanding extortion. In addition to this, the absence of accountability fosters an environment where leaders feel empowered to exploit their positions for personal gain. A predominant factor contributing to this dynamic is the inadequacy of the legal and regulatory framework to effectively deter or penalize corrupt practices. This regulatory deficiency creates a space for leaders to engage in extortion, thereby exacerbating the overall issue of price escalation. The resultant escalation in prices affects the community's ability to afford necessary goods and services, particularly impacting low-income households and exacerbating existing economic disparities. Moreover, overall dissatisfaction stemming from increased prices has a negative impact on customer satisfaction. This discontent further translates into a reduction of the market's reputation as dissatisfied customers share their experiences. Consequently, this dissatisfaction contributes to a notable decline in the number of customers frequenting the market.

## **6.2 Summary of the Findings**

The chapter examines the problems and their corresponding cause-effects from the perspectives of both vendors and local residents. Various issues were identified based on the transect diagram, including daily extortion due to the absence of government regulations and poor drainage conditions leading to water blockages. Waste disposal is open, and the vending community lacks access to sanitation facilities. The presence of the playground creates a conflicting situation between the vendors and players, resulting in restricted vending hours due to afternoon recreational activities. The absence of cold storage negatively affects fish sellers. Since the vending activity takes place on a playground, there is little potential for confrontation with other road users, and there is good interaction with the local community.

During discussions with vendors, several problems affecting their business activities were identified. The most pressing problem was limited business caused by lack of tenure ship and the influence of local political leaders. These leaders have a high influence on the market area, and illegal activities take place in the market in the evening. Limited business hours result in several negative effects, such as income loss, reduced profit, selling unsold products at lower prices and



generation of waste from the unsold products. The nearby customers only have access for a certain time, which ultimately leads to dissatisfaction. Additionally, vendors face difficulties in packing and relocating to another location when business hours on the field end. Mugging was another serious problem, with vendors frequently being robbed while purchasing wholesale products. Lack of sanitation facilities and waterlogging were also identified as significant issues. These problems have a severe impact on the vendors' ability to conduct business, with limited business hours being the most severe issue. They are only allowed to operate until 12 or 1 pm due to land disputes and limited business hours. Therefore, access to electricity was not a major concern for them. However, having electricity available could be advantageous for their business operations.

The main problem encountered by the local residents is the price hike, as vendors pay a daily fee of extortion to political leaders and pass on the burden to customers through price increases. Besides, corruption and inadequate regulation, further aggravates the issue. This problem adversely affects low-income households and diminishes customer satisfaction, resulting in a decline in the market's reputation and customer base. The disturbance of playgrounds by market customers also poses a significant problem, impeding the ability of the residents' children to engage in play. The lack of cleanliness in the community due to the daily waste generated by the market and the obstruction caused by waterlogging have also become matters of concern. Additionally, the market has encroached upon the personal space and privacy of the residents.

## CHAPTER 7: RELATIONSHIP AND ROLE OF STAKEHOLDERS IN INFORMAL MARKET

The following chapter explores the relationship and role of stakeholder within and outside the informal market community. It particularly focuses on level of influence (strong/weak) imposed by stakeholders within and outside the community. Besides, the chapter also explores the role of stakeholders in different processes of the informal market such as market management, purchase and sell of wholesale products, management of solid waste and water supply and sanitation facilities. Lastly, the chapter compares the responses provided by different stakeholders and determines if there are any disparities in their responses.

### 7.1 Interaction among the Stakeholders and Their Influence on the Informal Market Activity

The following sections focus on how different stakeholders in the informal market interact and influence each other. It includes both internal and external stakeholders. There are 12 internal stakeholders within the market community and 3 external stakeholders outside the market community. Figure 7.1 shows the influence and interaction between these stakeholders and the informal vendors. The stakeholders are categorized based on their strong or weak influence on the market. The following tables identify both supportive and conflicting interactions among vendors and the stakeholders, who have either strong or weak influence.

*Table 7.1: Strong Influence of Stakeholders within the Community*

Level and Type of Interaction	Internal Stakeholders	Role of Stakeholders within the community
<b>High and Supporting</b>	1. Customers	Residents within the community are the primary customers of the informal market. They purchase goods from the market on a regular basis. Sometimes the vendors are allowed to access sanitation facility in residents' house.
	2. WASA Pump	The WASA Pump located near the informal market is the primary source of drinking water supply for the vendors.
<b>Medium and Conflicting</b>	3. Players	Disputes regarding share of space in the Iraqi playground occur between the informal vendors and players. During sport events, the vendors are permitted to conduct business for only a shorter period.

	4. Local Political Leaders	Local political leaders have indirect and conflicting interaction with the vendors. They extort money through clubs from the informal vendors. The vendors are compelled to pay regularly for conducting business.
<b>Low and Conflicting</b>	5. Police	Police tries to evict the informal vendors whenever any anti-social activity occurs in the field. Sometimes they demand money directly from the vendors.

Source: Authors,2024

*Table 7.2: Strong Influence of Stakeholders outside the Community*

<b>Level and Type of Interaction</b>	<b>External Stakeholders</b>	<b>Role of Stakeholders outside the community</b>
High and Supporting	1. Wholesale Market	The informal vendors have a regular interaction with the wholesale markets. Because they purchase products daily from the wholesale markets for selling.
Medium and Supporting	2. Dhaka South City Corporation (DSCC)	DSCC has an indirect interaction with the informal market. The local sweeper or sometimes the vendors accumulate the generated waste. Primary waste collection truck transfers the waste to secondary station.
Low and Conflicting	3. Ward Commissioner	The ward commissioner has given permission to conduct informal business at the study area. The vendors doesn't interact with him regularly.

Source: Authors,2024

*Table 7.3 Weak Influence of Stakeholders within the Community*

<b>Level and Type of Interaction</b>	<b>Internal Stakeholders</b>	<b>Role of Stakeholders within the community</b>
<b>High and supporting</b>	1. Night Guard	A night guard watches over the informal market and prevents antisocial activities at the Iraqi field.
	2. Tea Stall	The vendors have breakfast daily from the tea stalls.
<b>Medium and supporting</b>	3. Local Sweeper	The local sweeper accumulates the generated waste at the informal market.
<b>Low and supporting</b>	3. School	During school times, the guardians purchase goods from the informal vendors.

	4. Mosque	People purchase goods from the informal market after prayer, particularly on Fridays.
<b>Low and Conflicting</b>	5. Youth Clubs	People from the clubs collect money from the vendors on behalf of political leaders.

*Source: Authors, 2024*

## **7.2 Role of Stakeholders in Different Processes of Informal Market**

Through exploring detail process of different market issues such as market management, purchase of wholesale products, solid waste management and provision water supply and sanitation facilities, the role of stakeholders in these processes have been identified and discussed in detail below.

### **7.2.1 Informal Market Management**

Local authorities such as ward commissioner, local political leaders, and informal vendors are the key stakeholders in market management. Ward commissioner provides the permission for conducting informal business for a particular period at the study area. The vendors have to collaborate and negotiate with the local authorities and local political leaders to continue their business. The local leaders collect 150 to 200 BDT from each vendor daily through the youth clubs. The collected money is eventually transferred to ward commission through the local political leaders. The local authorities and local political leaders allocate a zone for the informal vendors to perform their business on the Iraqi playground. The vendors are permitted to conduct informal activities on the northeast side of the field. The informal vendors form an unofficial market management committee voluntarily. The representative vendors in the management committee resolves the issues at the site. They usually negotiate with the local authorities and local political leaders. However, there is no monitoring mechanism for the management committee to ensure transparency and compliance with existing rules and regulations. The management

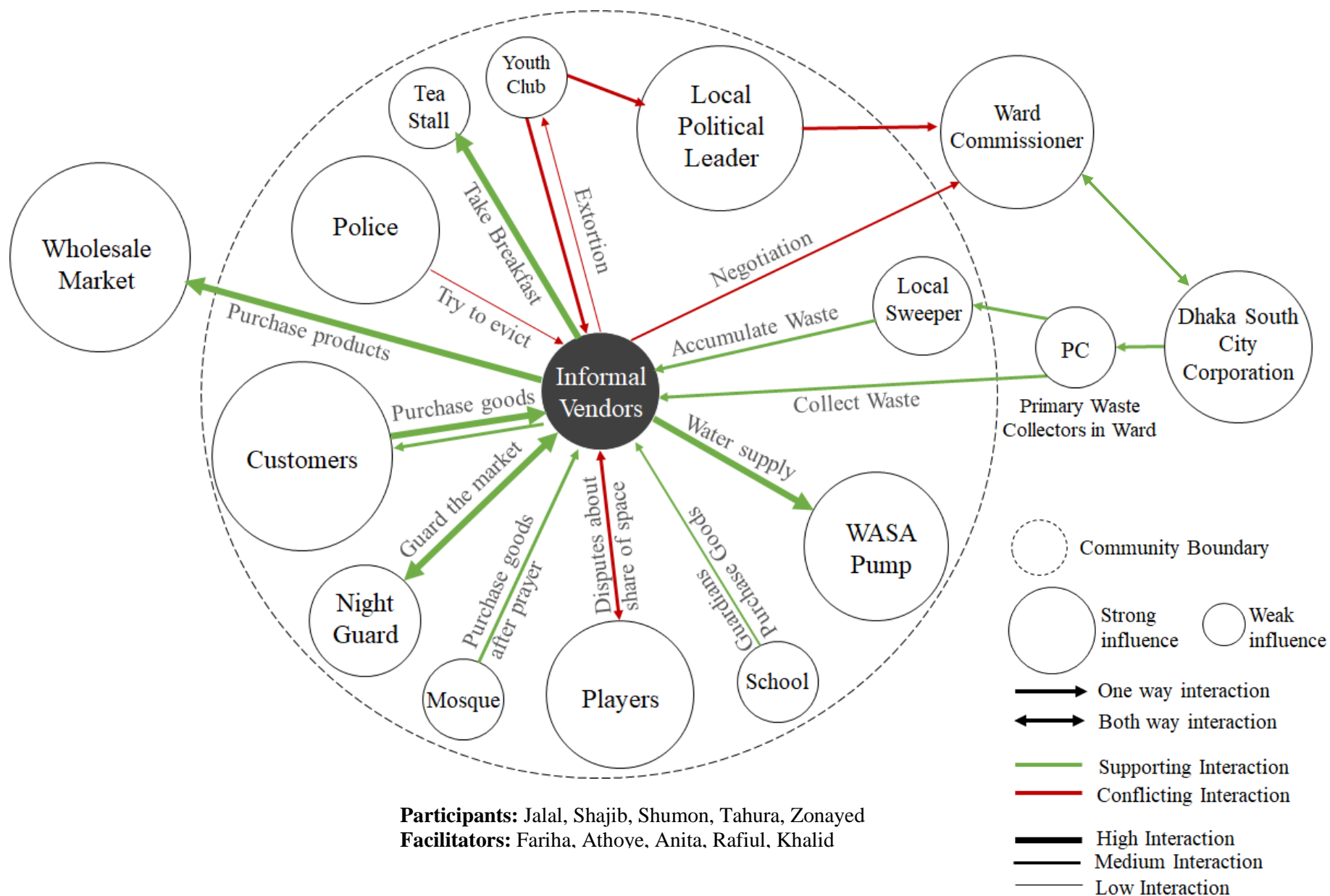
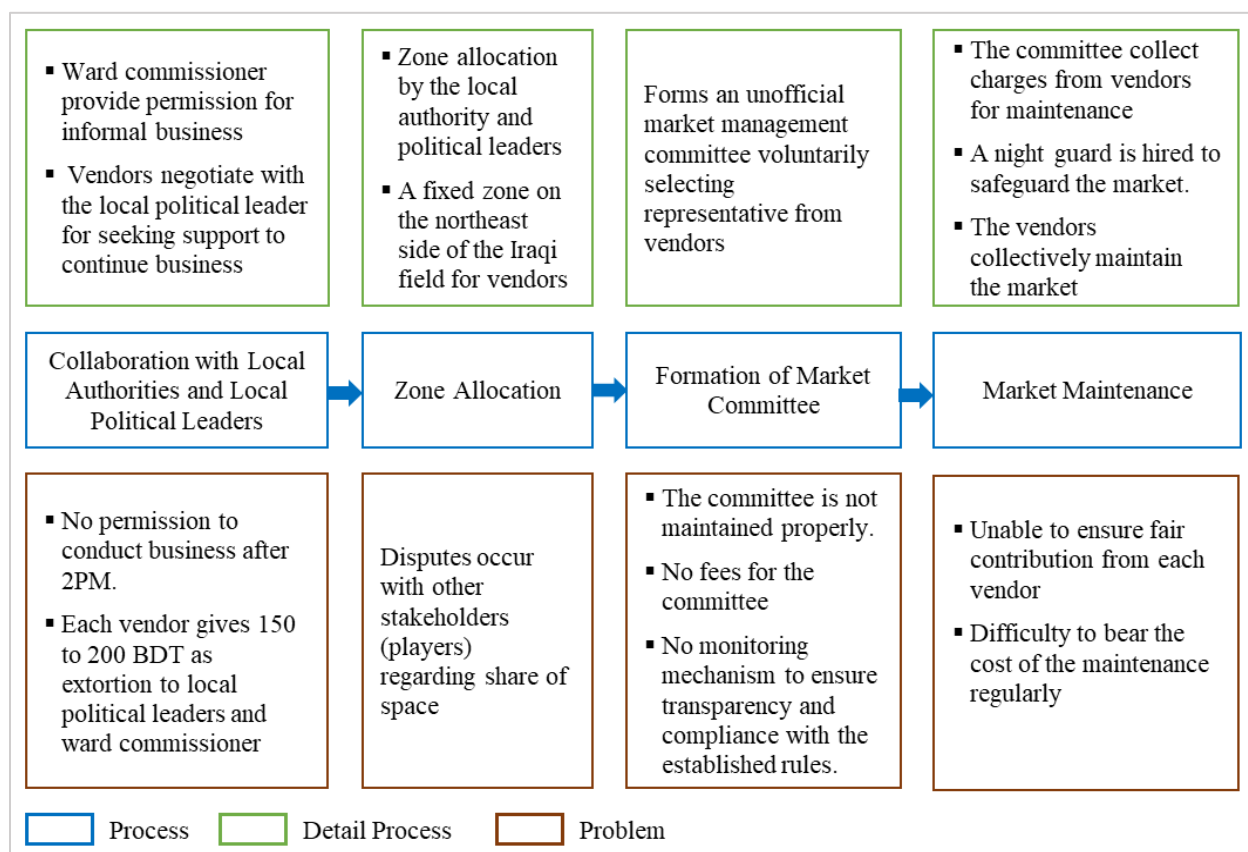


Figure 7.1 Venn Diagram Representing Influence and Interaction with Different Stakeholders



Participants: Jalal, Shajib, Shumon, Tahura, Zonayed

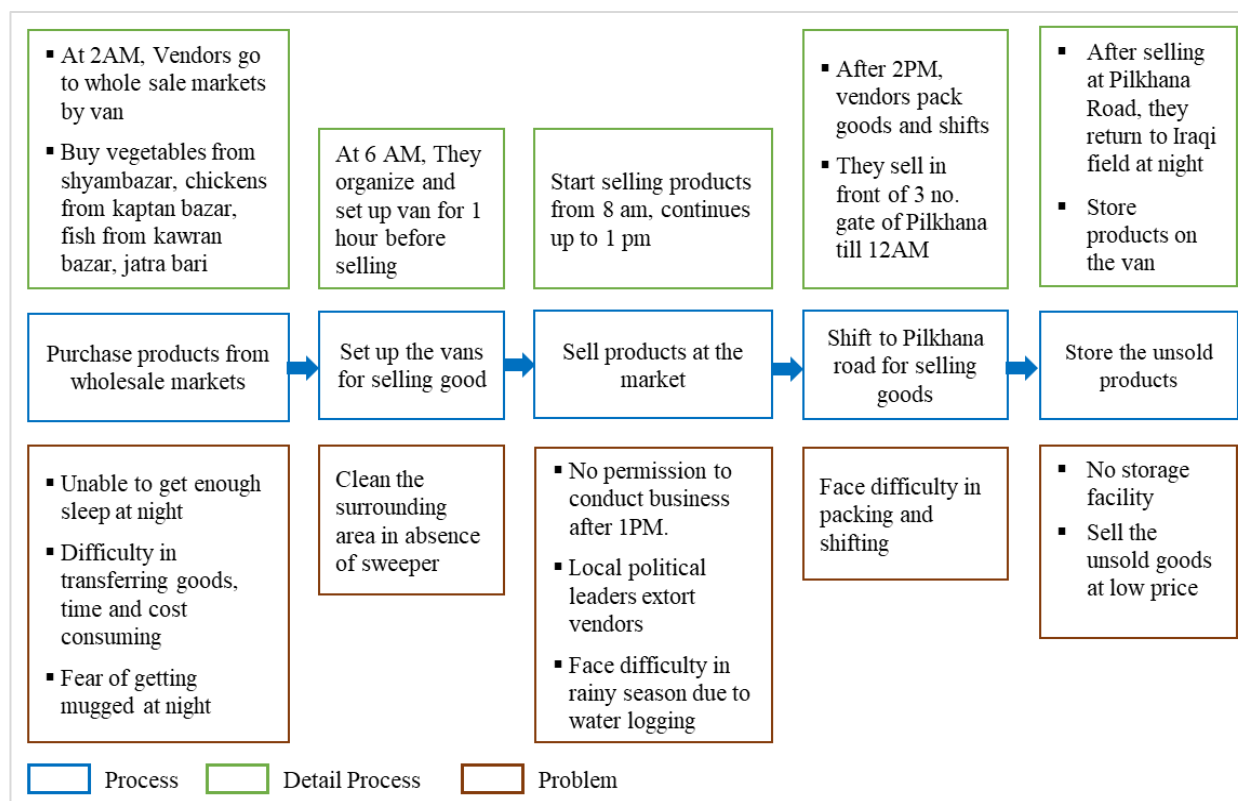
Facilitators: Fariha, Athoye, Anita, Rafiul, Khalid

Figure 7.2 Process of Informal Market Management

committee ensures proper market maintenance involving all the informal vendors. They collect maintenance charge from each vendor and have hired a night watchman to safeguard the informal market and prevent antisocial activities at the site. The vendors collectively resolve obstacles arising in the market.

### 7.2.2 Purchase and Sell of Wholesale Products

Informal vendors' livelihood depends on two key activities. One is buying products from wholesale markets, while the other is selling the products to customers at informal market. Therefore, wholesale markets and customers are the key stakeholders in facilitating informal activities. The wholesale market is the major source of supplying wholesale products to the vendors. The vendors go to wholesale markets every night at 2 AM with their vans to purchase



**Participants:** Jalal, Shajib, Shumon, Tahura, Zonayed

**Facilitators:** Fariha, Athoye, Anita, Rafiul, Khalid

Figure 7.3 Process of Purchase and Sell of Wholesale Products

goods. The vendors in our study area usually buy goods from three different wholesale market. The vendors buy fishes from karwan bazar and jatra bari, buy chickens from kaptan bazar and buy vegetables from shyambazar. The wholesale markets are distant from their houses. They have to wake up very early at night to go the wholesale markets and carry the purchased products to the Iraqi field. Sometimes they face difficulty in transferring the goods. At times, they get mugged when they travel with cash at midnight. This situation leads to major economic loss of the vendors. After purchasing the wholesale goods, the vendors arrive at the Iraqi field around 6AM. They set up their van with the purchased goods for one hour. Sometimes they have to clean the surrounding area in absence of local sweeper. The informal vendors start to sell their products at 7AM. The nearby residents are the primary customers at the market. The vendors continue their selling till 2PM. They face difficulty in selling their products during rainy season due to water logging. As they are not permitted to conduct business at the site after 2PM, they pack their products and shifts to Pilkhana road. They start selling their goods in front of 3 number gate of Pilkhana from 3PM. After 12AM, they return to the Iraqi field and store the unsold products at the market. They have

no storage facility to store the goods. As a result, they have to the unsold goods at a cheap price in the next day. In the summer season, some products become rotted, resulting in financial losses for vendors.

informal vendors collectively maintain the market and resolve any obstacles at the site. The vendors fill up the playground with sands during waterlogging in rainy season.

### 7.2.3 Solid Waste Management

Two key stakeholders in the management of solid waste at the market site are Dhaka South City Corporation (DSCC) and the local sweeper, each playing crucial role in ensuring effective waste management. The following Figure 7 shows the process of solid waste management in the market site as stated by the vendors.

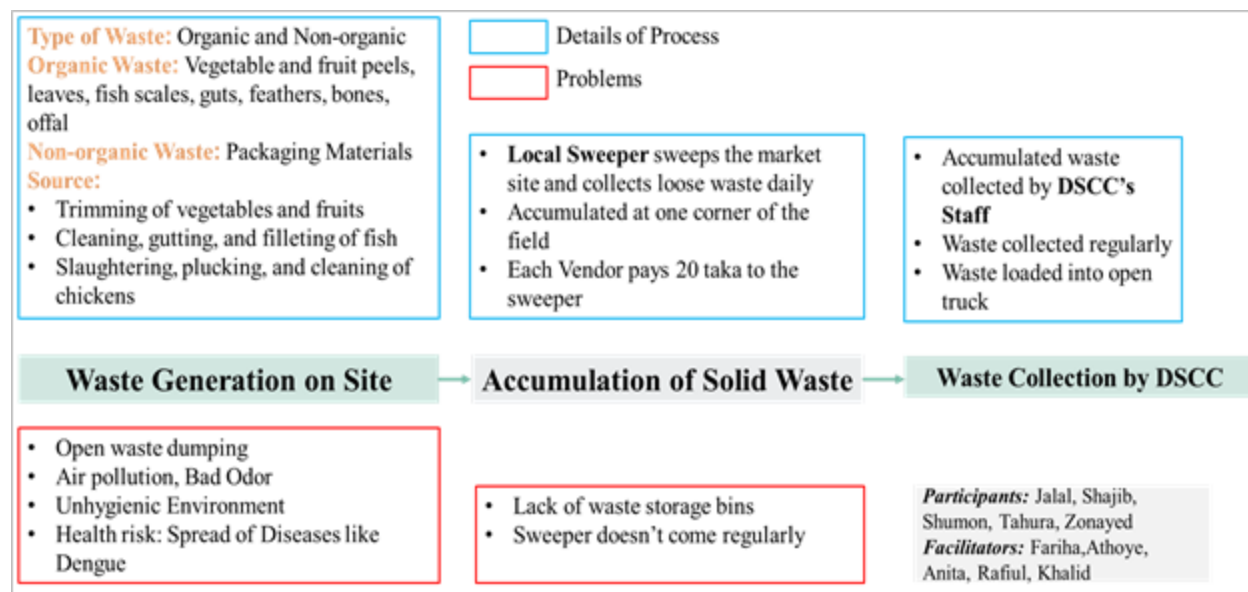


Figure 7.4 Process Map of Solid Waste Management at Informal Market Site

Waste produced at the market site can be classified into two categories: Organic waste and non-organic waste. Organic waste, which includes vegetable and fruit peels, leaves, fish scales, guts, feathers, bones, and offal, is generated during the process of trimming vegetables and fruits, cleaning, gutting, and filleting fish, as well as slaughtering and plucking chickens. On the other hand, non-organic waste consists of packaging materials used for containing the products. The waste is openly dumped, resulting in an unsanitary and unclean market environment. The decomposition of the waste leads to a foul odor, further increasing the risk of disease transmission.



The collection of the waste is undertaken by local sweepers, who play a crucial role in solid waste management at the site. These sweepers are responsible for daily waste collection by sweeping the market area, gathering loose waste, and accumulating it in one corner of the site. Each vendor pays a fee of 20 taka to the sweeper for the cleaning services rendered. However, a major issue arises due to the lack of storage bins, which hinders the proper disposal of the accumulated waste. Additionally, the irregularity of the local sweeper's schedule results in vendors having to accumulate the waste themselves during those days. DSCC is assigned the task of gathering and transporting secondary waste to its ultimate disposal location. The collected waste is loaded onto an open truck by the diligent DSCC personnel, who comes regularly and then transport it for proper disposal. Eventually, the waste is deposited at the Matuail Landfill Site, where it is appropriately discarded.

#### 7.2.4 Water Supply and Sanitation

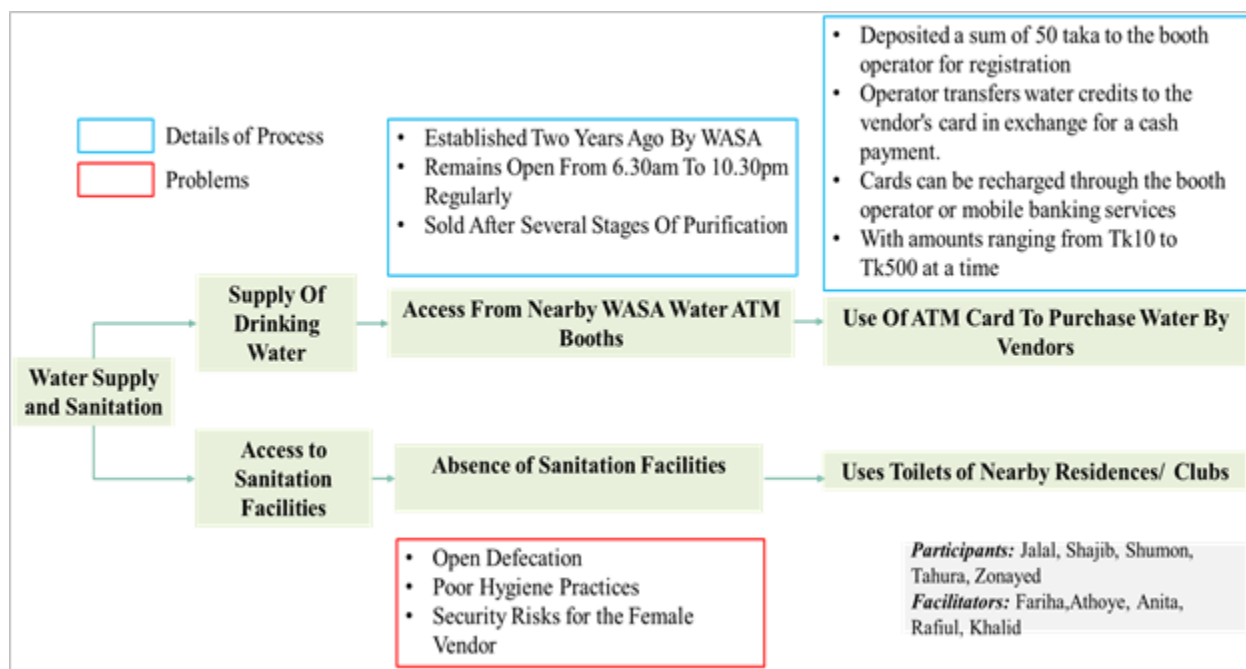


Figure 7.5 Process Map of Water Supply and Sanitation Facilities at Informal Market Site

WASA plays a vital role in the maintenance of clean and safe water at the informal market site. Participants informed that they have the opportunity to acquire potable water from a designated Water ATM Booth, placed at the northeastern corner of the playground. This booth, established by WASA two years prior, operates from 6 o'clock in the morning until 10:30 at night. The water

is extracted from a groundwater pump and undergoes a series of filtration processes before being sold, thus ensuring the absence of impurities such as dirt or odor. So, it can be consumed without the need for further purification. Vendors collect water from the booth by using a Water ATM card. In order to obtain a smart water card, they registered at the booths and deposit a sum of 50 taka to the booth operator. The smart card functions on a prepaid system, where the operator transfers water credits to the vendor's card in exchange for a cash payment. Recharging the ATM cards can be done through the booth operator, with amounts ranging from Tk10 to Tk500 at a time. Alternatively, customers have the option to recharge their cards through mobile banking services. Vendors access water by tapping their smart card at a sensor on the booth, and the water is dispensed until the card is removed. On the other hand, WASA and other relevant authorities did not intervene in providing proper sanitary facilities at the market. As previously stated, the third most severe issue encountered by vendors was lack of sanitary facilities. As a result, participants reported that they practice open defecation near the mounded site at the north-easter part of the playground. This results in inadequate hygiene practices and an increased risk of disease transmission because vendors sell food products with the same filthy hands. Furthermore, the absence of sanitation facilities is a major safety issue for the female vendor working on the site. To overcome this, vendors utilize adjacent washrooms of youth clubs or resident households' for accessing toilets.

### 7.3 Discrepancies Observed in Stakeholders Response

*Table 7.4 Gaps in Vendors and Ward Commission Office's Response*

	<b>Informal Vendors</b>	<b>Ward Commission office</b>	<b>Police</b>
Extortion	The vendors assert that they are obligated to pay daily extortion fees to certain local leaders purporting to represent the Ward Commission office.	The Ward Commission office claims that they have granted permission to vendors to operate their business in the Iraqi field and explicitly state that no extortion fee is required.	

Anti-social activities	The vendors maintain that they refrain from engaging in any anti-social activities in the Iraqi field. However, despite their claims, the local police have doubt on the vendors and are making efforts to evict them.		Local police have a perception that vendors are involved in the anti-social activities of the Iraqi field in the evening.
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*Source: Field Survey, 2024*

## 7.4 Summary of Findings

This chapter presented an overview of the relation and role of internal and external stakeholders in shaping the informal market. The internal stakeholders, such as customers, the WASA pump, local political leaders, players, and local police, hold strong influence over the market community. The interaction between customers and vendors is one-sided but regular, while the interaction with local political leaders and police occurs due to of extortion. The players interact with the vendors on a regular basis, with conflicting interests due to disputes over space. The vendors rely heavily on the WASA pump for drinking water, hence its considerable influence. On the other hand, the tea stall, youth club, night guard, mosque, and school possess weak influence over the community, despite regular interaction. As for the external stakeholders of the market area, namely the wholesale market, ward commissioner, and DSCC, each wields substantial influence over the community. Interaction with the DSCC is indirect, occurring through the local sweeper who accumulates waste or the primary waste collector who directly collects waste from the site. Vendors frequently visit the wholesale markets to purchase products. Furthermore, the ward commissioner engages in one-way negotiation, although they indirectly claim extortion money through political leaders.

The involvement of local authorities and political leaders is crucial in managing informal markets. They designate a specific area for vendors and charge them a daily fee. Vendors establish an unofficial committee to oversee the market and address any issues. However, there is no system in place to ensure adherence to regulations. The committee collects fees from vendors and hires a night guard to prevent antisocial activities.

Informal vendors heavily rely on wholesale markets and customers for purchasing and selling products. They visit different markets for fish, chicken, and vegetables. However, conducting business at night poses risks such as theft and financial losses. Once vendors reach the Iraqi field, they set up their vans and sell products until noon, and then relocate to Pilkhana road to continue business afterwards. They lack storage facilities and must sell unsold products at a lower price the next day. Vendors collectively maintain the market such as filling the playground with sand during waterlogging.

Solid waste management at the market involves two main stakeholders: the Dhaka South City Corporation (DSCC) and local sweepers. Local sweepers collect the waste and vendors pay a fee for cleaning services. However, the lack of storage bins and irregularity of sweeper hinder proper waste disposal. DSCC officials, specifically the primary waste collector, transport the waste directly to the Matuail Landfill Site for appropriate disposal.

WASA has established a Water ATM Booth at an informal market site where vendors can buy clean water using a smart card. The booth opens early in the morning regularly. Vendors can recharge their smart cards through the booth operator or mobile banking services. However, there is a lack of proper sanitation facilities at the market site, leading to open defecation and increased disease transmission risks. Vendors have to use nearby washrooms of youth clubs or resident households for toilets.

Some discrepancies were found in the responses when exploring the role of stakeholders in the market. Informal vendors in the Iraqi field claim to be extorted by local leaders representing the Ward Commission office. However, the Ward Commission office denies any involvement and states that no extortion fees are required. Despite the vendors' claims of refraining from anti-social activities, local police have doubts and are trying to evict them due to perceived involvement in such activities in the area.

The chapter offers perspectives on how vendors perceive their market environment and want to address their challenges of daily life. The examination of the prospects and issues in the study area can help in proposing potential solutions for the prevailing problems. In order to understand their strengths, weaknesses, opportunities, and threats, a SWOT analysis was carried out to determine their capabilities and limitations.

### **8.1 Vision of The Informal Vendors: Dream Map**

The vendors utilized the dream map to envision the informal market from their perspective. When asked about their desired community, they proposed the following spatial solutions. (Figure 8.1)

**Establishing A Permanent Market Structure:** The first solution they came up with was to extend their restricted business hours by dreaming of a permanent market structure at the north-east corner of the field, as seen in the figure. They stated that work stability is the most essential issue to them, and if they can legally operate the business, it will bring financial stability and they can conduct business at night as well.

**Access to Sanitation Facilities:** The second expectation of the vendors was the provision of sanitary facilities at the site shown in the figure. They are utilizing toilets in surrounding clubs and houses, but they want their own sanitation facilities.

**Provision of Waste Collection Bins:** They also thought of the provision of waste collection bins near the market. Despite having a local sweeper and DSCC working on waste collection from the market site, they are unable to keep the site clean owing to a lack of any waste collection infrastructure.

**Enhance Road Connectivity and Establishment of Drainage Channel:** Water logging is a common problem at the business site, the next option they sought was to install drainage beside the existing drainage channel on the road. In addition, there is a mound between the informal market site and the nearby New Paltan Lane Road, which prevents direct access. So they recommended increasing accessibility by linking the road directly to the field, allowing them to transfer products straight from the road to the market while simultaneously increasing visibility of the market from the road.

## Existing Situation of the Informal Market



## Informal Vendors' Vision about Future Situation of the Market

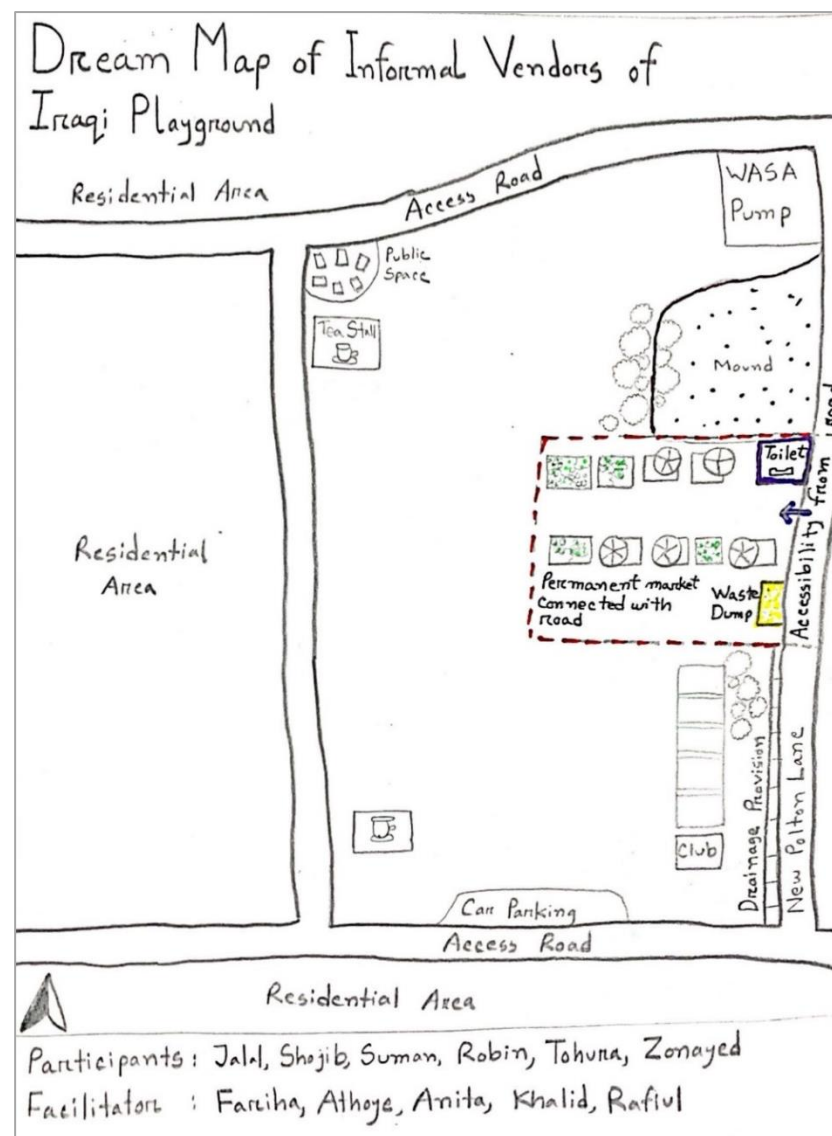


Figure 8.1 Dream Map Envisioned by Informal Vendors at Iraqi Playground



## 8.2 SWOT ANALYSIS

The potential and challenges of the study area would help in proposing potential solutions for the prevailing significant issues in informal market. The issues encountered in informal markets stem from both internal and external origins. These challenges can be effectively addressed by harnessing the inherent resilience of market structures and engaging external stakeholders. In order to comprehend the issues and devise viable solutions specific to the study area, a SWOT analysis (Figure 8.2) was undertaken. This analysis was conducted from the perspective of the vendors operating within the informal market at Iraqi Playground.

SWOT ANALYSIS	
INTERNAL	<b>Strength</b> <b>Location:</b> Free From Overcrowding And Congestion Of Road Side Informal Activities <b>Diverse Customers:</b> Customers From Surrounding Households, Families And Children Seeking Recreational Activities. <b>Proximity To Wasa Pump:</b> Convenient And Reliable Source Of Drinking Water <b>Waste Accumulation:</b> Regular Cleaning By Local Sweeper <b>Security Measures:</b> Night Guard Hired by the Vendors Ensure Safety and Security
	<b>Weakness</b> <b>Extortion:</b> Impact on their profitability. <b>Limited Business Hours:</b> Disruption in Business and Hassle in Relocation <b>Space Conflict:</b> Negative Interaction Between Players And Vendors <b>Lack of Utility Facilities:</b> Lack of Sanitation Facilities, Electricity and Drainage <b>Water Logging:</b> Reduction in number of customers <b>Open Dumping of Waste:</b> Lack of Waste Collection Bins
EXTERNAL	<b>Opportunity</b> <b>Active Involvement</b> of DSCC in Waste Collection <b>Linkage Between Ward Commissioner</b> and the Informal Vendors
	<b>Threat</b> <b>Eviction:</b> Threat From Local Polices Which Poses A Risk To The Stability Of The Market. <b>Anti-social Activities:</b> Perception That Vendors Are Involved Harms The Market's Reputation, Stability Of Their Business.

Figure 8.2 SWOT Analysis of Informal Market at Iraqi Playground

**Strength:** The location of the informal market presents a potential strength to the vendor community for two reasons. Firstly, being situated within a field, it is devoid of the disorder associated with informal activities conducted on the roadside. These roadside informal activities are characterized overcrowding and congestion that hinder pedestrian and vehicular traffic, posing safety risks. In contrast, the informal set up within the field is exempt from such conflict of space. Furthermore, it serves as the hub for the residential community of Ward-23 of DSCC and is also situated in a public space that attracts a diverse range of customers from surrounding households, as well as families and children seeking recreational activities. Secondly, the community can regard the proximity to the WASA pump as an additional

strength due to the availability of a dependable source for drinking water supply. Furthermore, the utilization of smart card technology makes it easily accessible. Another internal element that enhances the resilience of the informal market site is the regular removal of waste by local sweepers. The supportive relationship between the vendors and the sweeper is also noteworthy, as the sweeper maintains the cleanliness of the site and, in return, the vendors collectively pay him for his service. In addition, the vendors made the proactive decision to employ a night guard to ensure the safety and security of their products and lower the possibility of theft, damage, or other security breaches. Thus, security measures is another area of strength for the informal market community.

**Weakness:** The site, despite having many positive strengths, also has certain weaknesses that hinder the smooth functioning of informal activities. To begin with, the vendors face daily extortion from the police and local political leaders, which negatively impacts their profitability by deducting a portion of their daily earnings. Their business hours on the field are limited so they relocate to Pilkhana Road, disrupting the seamless operation of their business and creating additional hassles in terms of packing and relocating. Besides, conflicts arise related to the allocation of space between informal activities and sporting events on the field, necessitating vendors to early pack up their business operations on days when specific games are scheduled. The site also faces challenges due to the lack of utility facilities such as sanitation, electricity, and drainage. In order to access sanitation facilities, they resort to using restrooms located in the vicinity or engage in open defecation, as previously illustrated in the process map. The lack of access to electricity results in the absence of storage facilities, prompting them to occasionally sell their products at a reduced price to prevent spoilage and subsequent business losses. Another internal drawback of the site is the absence of a drainage channel, which results in water logging during the rainy season. This leads to a decrease in the number of customers as they are unable to reach the waterlogged areas where informal activities take place. There are no waste disposal containers available at the market site, leading to the practice of openly dumping waste. So, the market environment has become unsanitary due to piles of accumulated waste on the corner of the field and is at risk of disease dissemination, such as Dengue.

**Opportunity:** The DSCC is actively engaged in the waste collection system at the market site, which presents a valuable opportunity for the informal vendors. Additionally, there is a linkage between the Ward Commissioner and the informal vendors. This is evident from the fact that the Ward Commissioner has granted permission for the vendors to conduct their business on



the site until 2pm, after negotiating with them. This provides opportunity to the vendors to fulfill any market requirements through the local administrative office

**Threat:** While two external factors provide opportunity to market activity, some are also imposing threat. For example, the field is afflicted by anti-social activities, with suspicions from the police that the vendors are involved. This eviction threat from local polices impede the stability of their market activity.

### **8.3 Summary of Findings**

The chapter has explored the challenges faced by informal vendors and their vision for addressing them. The vendors want a permanent market structure, sanitation facilities, waste collection bins, and better roads and drainage. According to them, these solutions are necessary for the vendors to work safely and effectively.

The challenges encountered in informal markets arise from both internal and external origins. Among the internal factors, the location of the informal market presents potential advantages for the vendor community. The market is situated within a field, exempt from the chaos associated with informal activities conducted on the roadside. Furthermore, it serves as a central hub for the residential community, attracting a diverse range of customers. The proximity to the WASA pump is an additional advantage, as it provides a reliable source of drinking water supply. The strength of the site is enhanced by regular waste removal and a supportive relationship between vendors and sweepers. Security measures by employing a night guard act as another area of strength for the informal market community. The market site has several strengths but also exhibits weaknesses that hinder the smooth functioning of informal activities. Vendors face daily extortion from the police and local political leaders, which has a negative impact on their profitability. Conflicts arise over the allocation of space between informal activities and sporting events, necessitating vendors to pack up and relocate early. The market lacks utility facilities such as sanitation, electricity, and drainage, resulting in unsanitary conditions and decreased customer satisfaction. The absence of waste disposal containers leads to the practice of openly dumping waste. The market site is at risk of spreading diseases, making it vital to improve its conditions. Nevertheless, the site presents opportunities for informal vendors, such as waste collection services by DSCC and negotiation with the Ward Commissioner for extended business hours. Unfortunately, anti-social activities and the potential eviction from the police pose a risk to the stability of the market.

## 9.1 Recommendation

Informal markets play a crucial role in the economic activity of various wards in Dhaka city. This study was conducted to examine the challenges faced by informal businessmen and market users, while also analyzing the involvement of stakeholders in different aspects of the market. The findings of this study have important implications for local government institutions and urban planning in the city considering both spatial and aspatial aspects.

**Setting Up a Vending Committee:** The challenges encountered in the informal market include the threat of eviction by law enforcement, the absence of any formal market management, and a communication barrier with the decision-makers, particularly the local government. A potential policy implication in this scenario involves the establishment of a local vending committee that will advocate for the interests of the vendors. According to Peña, 1999; Kumar, 2012; Martínez et al., 2017; Chen et al., 2018; Panwar and Garg, 2015, informal workers across the globe have utilized collective bargaining platforms to negotiate for improved legal and policy standing, recognition from organizations, authorization to vend in public areas and markets, participation in decision-making processes, access to social protections, and addressing issues of eviction and harassment. According to Chen et al., 2018, in Accra, Ghana, associations representing market traders took action in educating and mobilizing vendors on occupational health and safety concerns. This involved conducting a series of workshops to enhance workers' ability to negotiate with the municipality for better working conditions. Workers presented their requests for improved occupational health and safety in established markets to representatives from the city and national government. Specific demands included measures such as clearing clogged drains, improving waste management, and providing fire extinguishers. The government responded not only by addressing these specific demands but also by establishing monitoring committees to consistently evaluate the performance of private waste management companies in and around markets. So, efforts to support the organization of the vending committee in the study area may need to be promoted and funded by the DSCC, while the Ward Council can take the initiative of capacity building. The committee would then oversee all market operations, including monitoring prices, maintenance, and development.

**License and Permissions:** Second policy implication is the need to provide licenses and permissions to accommodate vendors within spaces formally. Vendors in the market face limitations in their business hours due to the lack of formal recognition, and they may also be subjected to extortion by the police and local political leaders. This lack of recognition also

results in inadequate access to basic facilities like sanitation, accommodation, and food for the vendors. Licenses and permissions are globally recognized mechanisms to recognize the rights of vendors through accommodating them in space. Vendors must be registered by obtaining an identity issued by the municipal authority. They can submit their applications through a prescribed form, which will then be forwarded to the Ward Council's Office by the market committee, thus legalizing their business. The fees charged by the DSCC should be collected through a representative committee, and the rent charged should be determined through a participatory planning process. By collecting these fees, the government can consider them as revenue instead of vendors having to pay bribes to the local police and political leaders.

**Provision of Infrastructure and Utility Facilities:** There is inadequate provision of essential infrastructure and utility services such as solid waste management, sanitation facilities, drainage, storage facilities, and shelter. This gives rise to various challenges including waterlogging during the rainy season, selling products at low prices due to lack of storage facilities, absence of protection from adverse weather conditions, and the outbreak of diseases. The district administration should provide vendors with appropriate shelters that include basic facilities like first aid, drinking water, and toilets (Panwar and Garg, 2015). According to Chen et al. (2018); Kumar (2012); Panwar and Garg (2015); and Patela and Grosvald (2021); urban design innovations should cater to the fundamental needs and daily working processes of street vendors in order to offer suitable infrastructure alternatives, storage solutions, sanitation facilities, and shelters. Therefore, it is essential for the municipality to incorporate garbage collection and waste disposal, sanitation facilities and toilets for vendors, drainage systems, electricity and water supply, and on-site storage facilities within the spatial arrangement of the market. DSCC can allocate a portion of the informal vendors' contributions (e.g., monthly fees) towards the development of basic infrastructure. To ensure the maintenance of the infrastructure, there should be initiatives focused on institutional strengthening and capacity building by the Ward Council. The Vending Committee should monitor the facilities provided by the authorities. Additionally, a financial scheme can be implemented under the social safety-net program for a specific duration to assist street vendors who fall below the poverty line and cannot contribute. This scheme will allow the borrowers to repay the loan in multiple installments.

- Although DSCC is responsible for collecting rubbish from the market grounds, there are no waste collection bins in the market area. This results in an open dumping ground for market garbage and unsanitary conditions. So, waste collection containers would be

provided in accordance with the place determined by the dream map. According to the Solid garbage Management Rule 2021, garbage will be segregated at the source, with three types of waste bins designated for organic, inorganic, and mixed wastes, which will be followed in this context as well. Ward Council should implement a community awareness program on sustainable waste management to raise awareness among vendors and consumers.

- The dream map indicates that vendors prefer toilet and handwashing stations near their carts. However, the toilet should be located separately from the vendors. As a result, sanitary facilities can be moved to a more convenient site near the graveyard club. The toilets would be separate for male and female vendors, and there would be handwashing stations.
- UN-Habitat, together with “Pratyasha (Anti-drug Club),” Ward Council, distributed 200 umbrellas in DNCC to protect vendors from the sun and rain along with hand soap, masks, and awareness-building leaflets. Individuals suffering from extreme poverty were also identified and provided with vans to sell vegetables to support their economic situation. Similar actions might be made in the study area, where the vendors would get vending carts with shade and umbrellas from the Ward Council.



Photograph 9.1 : Shelter Facilities at Temporary Market (Source: Block by Block,2024)

- Provision of drainage along New Patan Lane Road would be given in accordance with dream map findings. Fruit and vegetables require watering facilities and short-term storage when it comes to storage facilities. Therefore, fruits and vegetables would be packaged with perforations to allow for enough ventilation. The market management will give fish storage during hot weather.

**Zone Allocation:** Municipal administrations provide vending zones to prevent conflicts over space. In Bhubneshwar, for example, vendor associations and India City authorities agreed on a model of designated vending zones (Kumar, 2012). A street vendor placement policy in Makassar City has been developed based on the identification of multiple areas that are ideal for street sellers (Chen et al., 2018). The first policy implication in this situation is to identify places for vending that are open to all hours and areas that have dates, days, and time limits, and to incorporate these areas into planning laws. The area designated for the vendors to conduct business has been updated with the results of the dream map. Perishable and non-perishable commodities should also be taken into consideration when defining internal zoning.

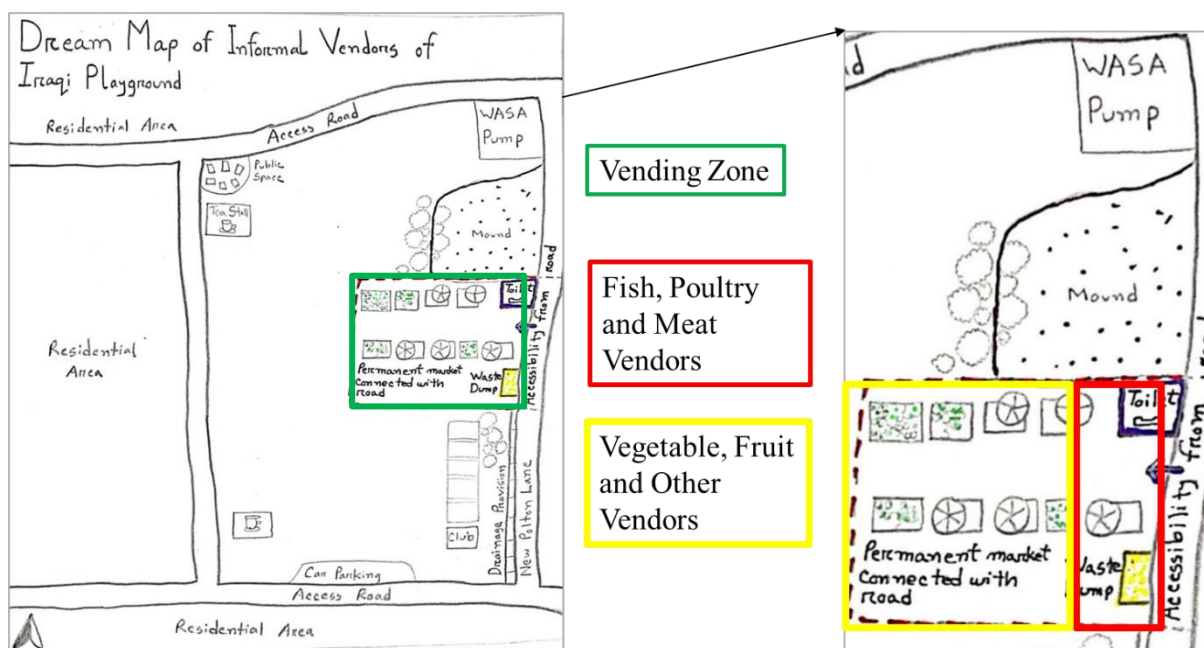


Figure 9.1: Allocation of Vending Zone

For instance, it is crucial for vendors of fish and poultry that perishable goods have easy access to drainage for waste disposal and water for washing. As a result, fish and meat vendors can set up their cart next to the road's drainage channel.

**Price Chart:** The Local Government Act (Amendment), 2011 mandates the City Corporation display the daily necessity price chart in front of the market. Sellers must adhere to this pricing chart. Citizens have the right to negotiate with sellers in order to adhere to this chart. Thus, each vendor will have a price chart that is updated on a regular basis displayed in front of them. This pricing chart would be regularly checked by the vending committee. This would assist in resolving the prevalent issue of price hike among customers.

## 9.2 Conclusion

**1. Locational Advantage and Disadvantage of the Informal Market:** As the market is situated on the Iraqi Playground within the Azimpur residential community, it draws diverse customers from the nearby households. Unlike roadside informal markets, this market does not encounter the issues of overcrowding, congestion and conflicts with pedestrians. However, there arises a conflicting situation whenever there is a sport event on the playground, as the vendors have to terminate their business early. Besides, the market is unable to attract customers outside the residential community. Because the market does not have any direct access from the adjacent secondary road, new poltan lane. In addition, the existing mound situated on the playground hinders its visibility from that road.

**2. Availability of Infrastructures:** The informal vendors have direct access to nearby WASA water pump, which meets their daily water needs. However, there is no sanitation facility, which leads to open defecation at the site inducing several health issues. Due to poor drainage, water logging happens throughout the rainy season, causing discomfort and lowering sales at the market. Disease outbreak especially dengue spreads in rainy season due to water logging. There is no storage facility at the market. As a result, the vendors have to sell their remaining products at a lower price. Sometimes, the goods become rotten during summer. Besides, there is no designated waste disposal space for the vendors.

**3. Market Management:** The vendors have to negotiate with the local authority and ward commissioner to continue their business. Vendors have no legal right to the market space due to no tenure ship. It creates some severe issues such as extortion, eviction and conflict of space. Since 1950s, the vendors have been conducting their business at the site by giving excessive daily charge to the local authority and political parties. The vendors manage and maintain the market collectively. They are permitted to continue their business only for a limited hour, which affects their overall financial situation. Sometimes, the police attempts to evict them in excuse of anti-social activity.

**4. Waste Management:** The vendors have to dump waste openly at the site, as there is no designated waste disposal space for them. Open waste dumping cause pollution and overall environmental degradation of the site. The generated wastes are accumulated and collected by the local sweeper. Then, the waste is transferred to disposal location through waste collectors of DSCC. The vendors have to give daily charge for waste management.

**5. Customers' Perception Regarding the Informal Market:** Customers have expressed their dissatisfaction regarding the issue of price hike. The vendors are compelled to increase the price of the products to cover the additional cost of extortion and market maintenance. Price hike mostly occurs in rainy season due to unavailability of adequate wholesale goods. Customers who are nearby residents have reported the issue of disrupting the Iraqi playground's overall environment due to the presence of the informal market. Movement of customers at the playground hampers the sound environment required for children. In addition, unclean and polluted environment due to generated waste by the market leads to hygienic issues. The informal activities at the site also hinders residents' sense of security and privacy.

**6. Summary of recommendations:** The informal market faces various challenges, including the threat of eviction and lack of proper management. The establishment of a local vending committee would help address these issues and oversee market operations. It is recommended that vendors could obtain an identity issued by the Ward Council and submit a prescribed form to legalize their business. Municipalities should provide basic infrastructure such as waste disposal, sanitation facilities, and storage solutions. Vendors should be given vending carts with shade and umbrellas, and prices should be displayed clearly. The policy implications suggest that vendor can conduct their business within a location dedicated by DSCC. The committee should monitor prices to address the problem of price hikes.

The market area gains strength and opportunities and overcomes many of its weaknesses and threats with the help of these recommendations. For instance, one of the market's strengths was the presence of local sweeper who accumulate regular market waste, which would now be improved by the installation of waste collecting containers. Besides, Ward Council had no official connection with the vendors due to lack of business permit. But the suggestions will now facilitate more engagement between vendors and Ward Council by virtue of their active participation, thus augmenting the current potential. Furthermore, the DSCC's sole involvement in the market was garbage collection; nonetheless, the policy implications will aid in strengthening its regulatory authority over the market through oversight. The implications of the policy will assist in overcoming all market weaknesses, including extortion, restricted business hours, space conflicts, and an absence of basic utility and infrastructure services. Additionally, vendors will be able to overcome outside threats like anti-social activities and eviction owing to the formal market committee and licensing policy consequences.



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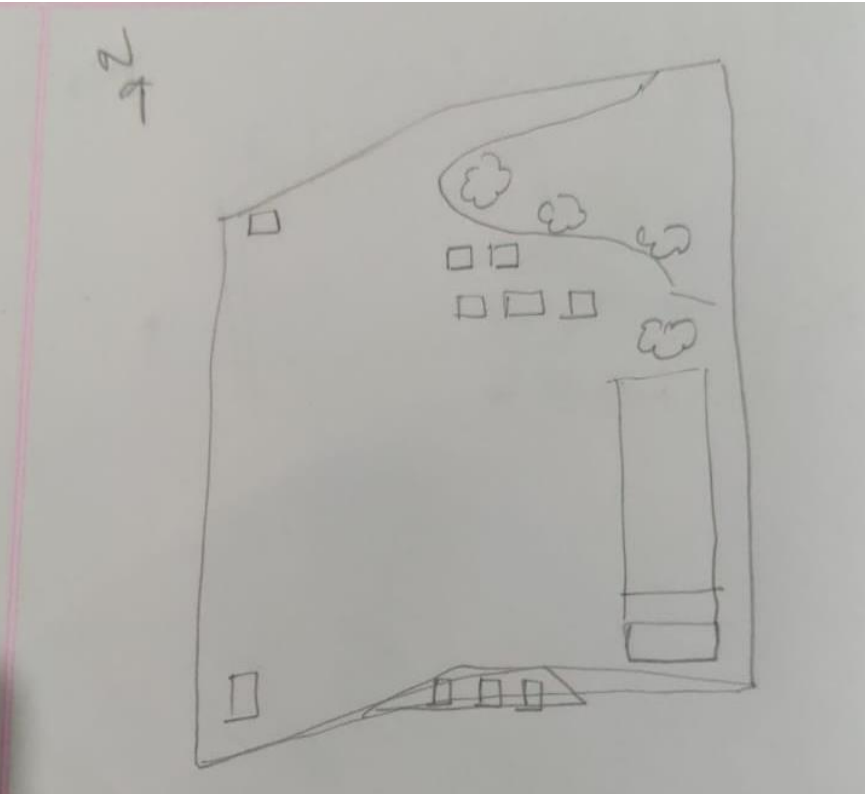
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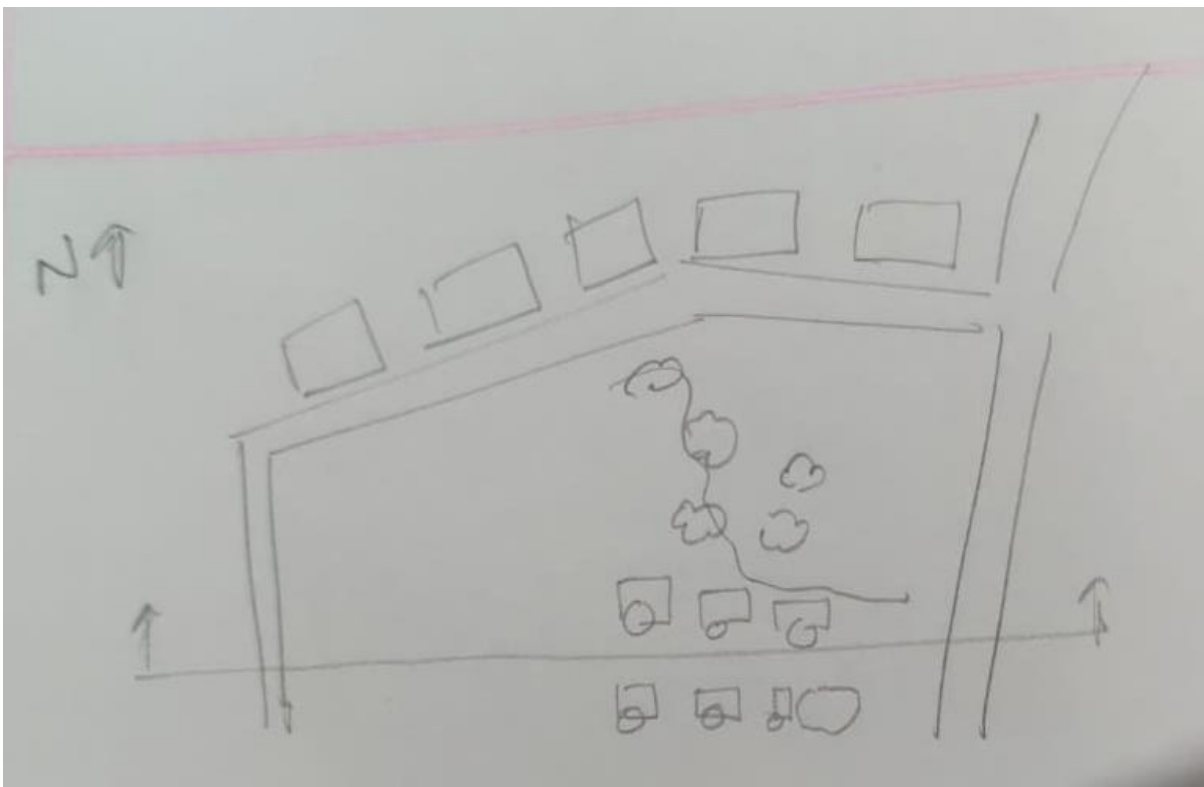
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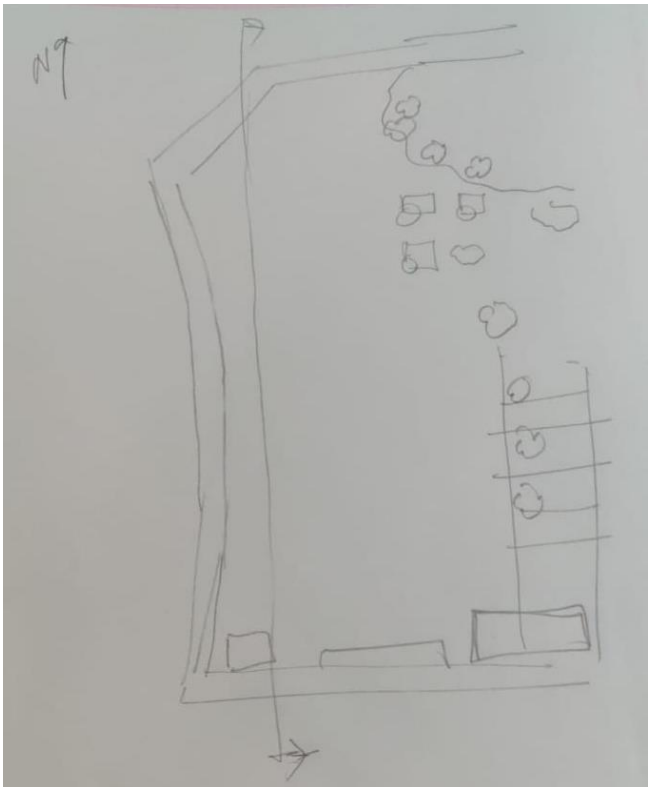
Appendix 1: Draft Social and Resource Map



Appendix 2: Draft Transect Section



Draft Transect Section (A-A')



Draft Transect Section (B-B')

Appendix 3: Time Related PRA Tools Survey





**Appendix 4:** Transect Walk Diagram Depicting Cross-Sectional View (B-B')

