

Field Trips Track - INTERACT 2017 Mumbai: A Sample Proposal

Nimmi Rangaswamy, Jose Abdelnour Nocera, Debjani Roy

Abstract. Field Trips are a two-day activity where groups of participants conduct field-trips in and around the Mumbai region. Field Trips will take place on September 25 & 26, 2017, immediately preceding the main conference.

1 Outline:

This document covers what is expected in the proposal and a sample proposal.

1.1 Title

This must include a clear subject and if possible the location of study

1.2 Location and Subject of Study

Specify Location in and around Mumbai with links, websites, a short description.

Some of the examples of locations include:

Slums in Mumbai – Dharavi / Behrampada, Mumbai Local (train) Stories, Villages around Mumbai - near Palghar/Raigad, Neighborhood socio-geographies - the undertakers of Bandra or the Bandra Cosmopolitan, Migrant Communities - construction workers, Art Deco communities – Kotachiwadi, Typical Mumbai Groups - *Dabbawallahs*, *Bhajan* groups in trains - Tribal communities in the outskirts of Mumbai- bird's-eye view of a local community [The Bandra Catholic neighborhood] - Shadowing Groups on the Local Metro train in Mumbai; Differently-abled; Cultural festivals [*Dandiya*, *Dussehra*], Mumbai Streetfood, etc.

Reference images can be seen in section3, Appendix.

1.3 A framework/Lens

Gender, Development [Livelihood, employment] Entrepreneurship, Innovation, Child Rights, Everyday Stories, Jugaad, Hacker/Maker frameworks, etc.

1.4 Activites

1. Shadowing
2. Participant Observation
3. Participatory Design
4. User Testing / Evaluation of technologies with specific user groups
5. Focus Group Discussion

1.5 Outcomes

A day in the life mapping/ A Day's Journey; A rich description; Development of a method; Technology Use/Usability; A product idea; Testing an Idea; Mapping a Device Use Case

2 A Sample Proposal

2.1 Title

ICT Repair Ecology in a Mumbai Slum

2.2 Project Description

We will conduct a study and report on the ethnographic engagement of ICT repair eco-systems in a Mumbai slum. Our reportage will include an overview of business practices of repair, formatting, and maintenance of phone hardware and software and what are central to the process of business sustenance, expansion and skill building. We will also focus on the entrepreneur as the key actor in the repair eco-system and describe the context of business and social-networking in the mobile phone enterprise.

Much of the repair enterprise happens within the structures of grey or informal economy and our study will highlight the relationship between micro enterprises and local economic cultures that help sustain business networks.

2.3 Theoretical framework/s

Our research will mainly borrow from the ICTD literature by way of framing the study of repair ecologies in urban slum settings. We take inspiration from both anthropological [Hearst, Qui] and developmental [Sey, Duncombe, Samarajiva] frameworks to analyze ethnographic data.

By deploying the above frameworks in evoking the ecology of the mobile phone business in an urban slum setting, we will draw attention to the following concepts:

- 1) the unique potential of ICTs as an entrepreneurial commodity,
- 2) the micro-and small enterprise (MSE) as an active channel for local technology infusion
- 3) local

social-networks as pivotal in expanding technology adoption and aligning with the needs of the low-income consumer.

2.4 Method: Rapid Ethnography

- One and a half days of field work
- Contextual inquiry; Field Observations, Open ended interview
- Demographic profiling of field site, Participant sampling and profiling
- Quick count of the nature and type of ICT businesses in the field site

2.5 Outcome/Deliverable

Presentation and report on the following:

- Overview of ICT repair businesses in an Urban Slum
- Outline repair ecology/eco-system and social networks

3 Appendix

Images of the various locations in Mumbai

3.1 Slums in Mumbai



Fig. 1. Photographs by Adam Cohn and Nimmi Rangaswamy

3.2 Mumbai Local (Train)



Fig. 2. Photographs by Padmanaba 01, Debjani Roy and Adam Cohn

3.3 Dhobighat – Open Air Laundromat



Fig. 3. Photographs by Adam Cohn

3.4 Art Deco Communities



Fig. 4. Photographs by Satish Krishnamurthy and Meena Kadri

3.5 Dabbawalla – Lunch Box Carrier



Fig. 5. Photographs by Job Hurd and Meena Kadri

3.6 Local Communities



Fig. 6. Photographs by Jon Hurd and Meena Kadri

3.7 Mumbai Street Food



Fig. 7. Photographs by Adam Cohn