



Government of
National Capital Territory
of Delhi

DELHI HUMAN DEVELOPMENT REPORT 2013

Improving Lives, Promoting Inclusion



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IHD Team for the Preparation of DHDR 2013

Team Leader and Editor

Alakh N. Sharma

Associate Editors

Tanuka Endow

Nandita Gupta

Usha Jayachandran

Coordinators

Abhay Kumar

Preet Rustagi

Core Perceptions Survey Team

Nandita Gupta

Abhay Kumar

Rajesh Shukla (Principal Advisor)

Copy Editor

Anupma Mehta

Background Paper Writers

Sudhanshu Bhushan

Debabani Chakravarty

Amrita Datta

Tanuka Endow

Nandita Gupta

Usha Jayachandran

Abhay Kumar

Papiya Mazumdar

Sumit Mazumdar

Balwant S. Mehta

Shreya Sarawgi

Sandip Sarkar

Shivani Satija

Other Contributors

Sant Lal Arora

Vikas Dubey

Abhishek Kumar

Gaurav Mehta

Srabashi Ray

Samidha Sapra

D. G. Shreeram

Ramashray Singh

Rashmi Sinha

Overview

The Delhi Human Development Report 2013 has been structured around the theme 'Improving Lives, Promoting Inclusion'. This theme encompasses all the fundamental concerns of human development, that is, improving people's capabilities; augmenting the choices available to them; assuring the progress of all segments of society in terms of income, education and healthcare; ensuring widespread access to basic civic amenities; and fostering a safe and enabling environment for the various population groups in the city. While examining all these issues through the lens of the disempowered and the marginalised, the Report keeps in focus the disparities that exist across various groups, and assesses the progress that has been made in bridging these.

The Report analyses issues regarding the status of human development in Delhi from two perspectives: first, the objective facts on the ground; and second, people's perceptions regarding these. The latter is based on the findings of a Perceptions Survey, conducted with a large and representative sample of around 8000 households, which probes how people rate various developmental issues as well as what their own aspirations are as the citizens of Delhi.

The main message that emerges from the Report is that the lives of the citizens of Delhi have indeed improved since the last assessment made in the Delhi Human Development Report 2006, on the basis of most of the considerations mentioned above. Some of the pressing concerns of the 2006 Report have been addressed to a great extent. Delhi now has near-universal electrification. Poverty levels as measured officially, even though widely considered to be inadequate in capturing vulnerabilities, have been reduced substantially in recent years. Further, high economic growth has been sustained in the face of a nation-wide slump and the

employment situation has improved. Access to most of the basic services and means of transport has also considerably improved. Schooling and higher educational opportunities have expanded considerably while people have been found to show an overwhelming preference for the public provisioning of health facilities.

Despite the above achievements, however, equity continues to be a concern with access to some of the services remaining riddled with disparities. The disparities are visible when various income groups and types of settlements are taken into account. There are gender gaps in work participation and literacy. There also appears to be an issue with regard to public safety for the citizens in the state. In addition, the increasing informalisation of employment in the city does not augur well for the overwhelmingly large proportion of workers who do not fall within the network of social protection.

The Report shows how even in the face of a declining housing shortage, the presence of homeless on the streets of Delhi and the sizeable population living in slums and other poor settlements reflects not just inequality, but also the loss of human dignity. Other vulnerable groups include child workers, children living on the street, the differently-abled and senior citizens, who are yet to fully partake of the human development process in the city. A levelling of living standards across different segments of the population depends critically on improved access to basic amenities, especially sanitation services. Although the access to public health facilities has improved, it still falls short of acceptable standards, particularly due to overcrowding, an inadequate health workforce and skewed facility locations, all of which have a bearing on the quality of services and responsiveness of the health system at large. Education opportunities, too, have widened but

The Report sees human development from the lens of the marginalised and the disempowered.

The Report analyses issues from two perspectives: first, the objective facts on the ground; and second, people's perceptions regarding the same.

all socio-economic groups do not have similar access or class completion rates.

Public safety in peoples' perceptions is an area that the Report found to be of significant concern. Paradoxically, going by official statistics, Delhi has a lower rate of crime than many cities in the country. At the same time, women, and more so, children in the city were found to constitute very vulnerable groups, and in this regard, the Government needs to cover a lot of ground to restore people's faith in the police and the legal proceedings. Yet, overall the people surveyed gave a positive assessment to living in Delhi, expressing their satisfaction with most of the aspects of their life in the city, encompassing jobs, basic services, education, schooling, and healthcare.

In conclusion, the Report highlights the need: first, to focus on and reduce inequalities in human development indicators across gender, income groups and types of settlements; second, to ensure universal coverage for aspects such as basic healthcare and basic infrastructural services; third, and most importantly, to guarantee a safe environment for vulnerable groups, including children, the elderly and women. A strong case has been made for promoting the inclusion of all segments of society within the human development agenda, a process that can be expected to enrich lives across the board.

Delhi is a city with a great historical legacy and has survived the passage of time to become a bustling metropolis with nearly 17 million inhabitants. Presently, one of the most important hubs of trade, commerce and hospitality, and a centre for the Government in India, this capital city-state draws a large number of people from all over the country, seeking to improve their lives.

Some groups, such as child-workers, differently-abled, the elderly, and women are particularly vulnerable.

It maps disparities and achievements, and presents suggestions to overcome challenges.

A unique city with a blend of the ancient and the modern, Delhi carries with it a slice of history, dotted as it is, with magnificent historical monuments. At the same time, it is a modern and sophisticated city with state-of-the-art airport, rail and road infrastructural facilities, stadia, museums and cultural centres. Delhi is also a city of aspirations and acts as a magnet for people from all over India, who throng the city to better their prospects, be it in employment or for education. In the political arena, the city acts as the centre for the Union as well as the Delhi Governments. In sports, Delhi has hosted the Asian Games in 1951 and 1982, and recently, the Commonwealth Games in 2010. At present, with an urban population over 16 million, it is the second largest urban agglomeration of the country.

Delhi's per capita income is the highest in the country. The high growth rate of per capita income in Delhi has defied the downward trend at the all-India level. The estimated poverty rates have also seen a significant decline in recent times.

The average per capita income for Delhi, at more than Rs. 200,000 (two lakhs) per year in 2012-13 is nearly three times the estimate for the all-India average. During the seven-year period 2005-06 to 2012-13, the city's per capita income grew at the rate of about 7 per cent per annum, enabling it to become the richest state in the country. During 2012-13, the growth in per capita income was around 7 per cent vis-à-vis around 3 per cent for India. The sustained growth in per capita income has been associated with a reduction in poverty to single-digit figures (9.9 per cent) in 2011-12, from approximately 13 per cent in 2004-05. Notwithstanding the wide concern over the present official poverty line, which is indeed an under-estimate of the state of vulnerability, there has certainly been a decline in absolute poverty levels in Delhi.

Employment opportunities have expanded and the earnings of casual as well as regular workers have shown an increase. The female workforce participation has somewhat risen from its low base level.

The tightening of the labour market has possibly contributed to the lowering of poverty in Delhi. During the period 1999-2000 to 2011-12, an additional 1.3 million people were added to the workforce, reaching to 5.56 million. The female workforce participation rate, which was less than 9 per cent in 1999-2000, increased to over 11 per cent by 2011-12 and female unemployment also declined during this period. Considering the seven-year period of 2004-05 to 2012-13, the earnings of regular workers have shown an increase of 5 per cent annually; with the increase for female workers being higher than that for males. The increase in the earnings of casual workers was even greater, being roughly double than the corresponding all-India rate. Although the rate of migration seems to have stabilised in Delhi during the last one decade, at the absolute level, still around 75,000 people in a year migrate to the city in search of livelihoods and employment opportunities. The Report finds that the city has absorbed its migrant population rather well, with the migrants rating themselves better than the non-migrants in terms of several indicators of well-being. The positive trends in the labour market find an echo in the Perceptions Survey, 2013, wherein around one-third of the respondents perceived that work opportunities in Delhi had improved over the last three years, with a similar proportion reporting that the work opportunities continued to be average. What is of more importance is that two-thirds of households considered their household incomes to be stable.

On the basis of most educational indicators, Delhi is ahead of the rest of India. The city also provides huge opportunities for higher education as evidenced by the in-flow of a large number of students from other states. However, access to educational opportunities, even for basic education, remains disparate for different segments of the population, impacting their future capabilities.

Delhi's literacy rate, at around 86 per cent, is much higher than the all-India level (74 per cent). On an average, Delhi has 7.5 years of schooling as compared to the corresponding all-India figure of 4.8 years. Close to one-fifth of the population has acquired higher educational qualifications. The share of people with higher educational qualifications such as graduation and post-graduation is as high as 17 per cent vis-à-vis the corresponding all-India share of just 7 per cent. The Gross Enrolment Ratios (GERs) at the primary and upper primary levels are 127 per cent and 108 per cent, respectively, as opposed to the corresponding all-India figures of 116 per cent and 85 per cent, respectively.

Educational leverage has, however, not been available to all sections of the population equally. There is a considerable gender gap in literacy. Not only do the Scheduled Castes (SCs) and Muslims have lower representation in higher education, but the GER levels for SCs are low and are seen to decline gradually from the primary to the successively higher levels of schooling. This clearly reflects the difficulty in making the transition from one level of schooling to another for the SC children. The Perceptions Survey, 2013, reports that nearly 70 per cent of the illiterate population in the sample was concentrated in four types of settlements, viz. Jhuggi Jhopri

In the last seven years, there have been significant positive developments in economic growth, per capita income, employment generation, educational opportunities, public health services and access to basic civic amenities.

Delhi's average schooling and literacy rate are considerably higher than all-India levels. However, disparities persist among males and females and also other social groups.

(JJ) clusters, unauthorised colonies, JJ resettlement colonies and urban villages, thereby highlighting the need to enhance educational opportunities and generate awareness for better attainment.

There is a preference for public health facilities and life expectancy has also seen continuous increase.

There has been a consistent improvement in life expectancy over the last three decades along with improvements in public health facilities. A clear preference has been seen for public facilities for hospitalisation care, a trend reverse of that experienced in the other metros, and people are increasingly turning to public healthcare vis-à-vis private provisioning even for non-hospitalised services.

The reach of primary healthcare facilities in Delhi has expanded tremendously, propelled by dispensaries, mobile clinics, school health clinics and Primary Urban Health Centres (PUHCs), and the people have also shown a clear preference and growing reliance for publicly-provided healthcare facilities. The Perceptions Survey, 2013, corroborates these findings, as it shows that around three-fourths of the state's population indicated its 'habitual preference' for public health facilities; in low-income groups, such an indicated preference is almost universal. Significant efforts have also been made in facilitating equitable access to essential medicines distributed through primary and secondary facilities. This has been a result of a strong commitment on the part of the Government to a holistic, public health approach to the health system, marked by 'Mission Convergence', which gives due priority to the social determinants of health in policy formulations.

It is a concern that inequalities and disparities exist in the form of increasing informalisation of employment, as well as inequitable access to educational opportunities, health facilities, housing and basic services.

The provisioning of basic services in Delhi has greatly improved during the last ten years. However, barring electricity supply, disparities in the access to some of these services continues to prevail. The differential in terms of access varies with income categories as well as across different types of settlements.

Shelter: Despite the burgeoning population and the added pressure from in-migration, Delhi has witnessed an overall improvement in housing between 2001 and 2011, with the housing shortage declining from approximately 250,000 to 150,000 over the period under study. The quality of houses has also improved, and ownership of homes is high. During the course of the survey, people living in rented houses were found to be largely satisfied with their housing and a fair proportion of them were upbeat about the future outlook in terms of buying houses. The Government's initiatives to make Delhi a slum-free city through the implementation of plan programmes such as the Jawaharlal Nehru National Urban Renewal Mission (JNNURM), the Rajiv Awaas Yojana, schemes for constructing houses for the economically weaker sections (EWS) and building night shelters for the homeless, have, in all likelihood, contributed to a more positive outlook on the state of housing and shelter in the city.

In spite of the improvements seen in the housing sector, however, the fact that an estimated 50,000 homeless people continue to live on the streets of Delhi cannot be ignored. Ironically, the phenomenon of overcrowding in one-room living arrangements in poor habitations exists alongside a large number of houses in the city lying vacant. Slums, in particular, have poor living conditions, and lack many basic facilities such as water and toilet facilities within their premises. The plight of the homeless is much worse, with even their basic existence being threatened daily by a number of exploitative factors. There is thus an urgent need for effecting an expansion in affordable housing facilities in order to ensure that all the citizens of Delhi are to be able to access housing and other basic services equitably, and to live with dignity.

Water: With over 80 per cent of the households receiving water within their

premises, Delhi has performed well vis-à-vis other metros in providing this vital facility to its citizens. Although the poor receive free water, their supply is plagued with shortages, especially in the summer months, and they also suffer from quality issues, thereby endangering health and hygiene. There is surface water deficit in the city and the groundwater is rapidly getting depleted in most of the districts, leading to a grave situation where water supply is concerned. The Perceptions Survey, 2013, shows that settlement-wise disparities exist in terms of rating the availability of water, posh localities, approved colonies and JJ resettlement colonies giving it a positive rating, but 70 per cent of the respondents in the unauthorised colonies and 40 per cent in the of JJ clusters respondents rate this service as below average.

Sanitation: The Census, 2011, pegs the availability of toilet facilities within the household premises in Delhi, at nearly 90 per cent with the remaining households using public facilities or open spaces. However, among the nearly 0.4 million households living in the slums, just 50 per cent have access to latrine facilities within premises. Around 56 per cent of the children in the slums defecate in the open with serious consequences for hygiene, security and environment. Perceptions regarding the cleanliness of public toilet facilities are very poor, with more than half the respondents according a below average rating to the same. Many settlements including slums also lack sewerage facilities. The open disposal of garbage and existence of open drains leads to the choking of these drains and flooding during the monsoons, especially in the poorer settlements.

Electricity: Electricity has nearly universal coverage (99 per cent of the households) in Delhi. The findings of the Perceptions Survey, 2013, reveal that almost 80 per cent of the respondents rated power supply in the city as above

average. Reforms in the power sector seem to have yielded results with the supply of power greatly improving post-2002. However, residents from some poorer settlements cite erratic power supply, inflated bills and rise in power tariff as the common problem areas. The Perceptions Survey showed that 64 per cent of the respondent households rated the service of power supply personnel as above average, while those from the urban villages and JJ clusters were more dissatisfied on this front.

People have rated significant improvements in the areas of water, electricity, transport and street lighting.

Transport: The citizens have benefited from the large strides made in the transport infrastructure in the city, which include the advent of the Metro, low-floor buses, construction of several flyovers, and erection of street lights, among other things. The Perceptions Survey, 2013, quite accurately finds that the transport scenario in Delhi is dominated by public modes of transport such as buses and the Metro while some people even walk to their destinations. However, the distribution of road space is lopsided with personalised vehicles accounting for the main share of vehicular traffic, indicating a need for increased attention to public transport. A need has also been articulated for turning more policy attention towards the users of non-motorised means of transport such as bicycles as well as towards pedestrians. People opt for buses because of their affordability, coverage, and safety aspects, but overcrowding and the non-availability of direct bus services to all destinations remain problem areas. While the male respondents reported that travelling in buses was time-consuming, for female respondents, on the other hand, it was the indecent behaviour of the bus staff/co-passengers that caused discomfort, thereby pointing towards the need for sensitising bus staff, staff and passengers on gender issues. The Metro was widely hailed as a welcome addition to the Delhi transport landscape, with the cleanliness and comfort for travel that

Sanitation remains a widespread concern and requires concerted efforts.

Delhi's Metro service is hailed as a clean, comfortable and safe mode of travel.

it offered being cited as two of its main popular features. Men also approved of the fact that it is a safe mode of travel, while women claimed that the separate women's compartment in the Metro was a welcome feature. Again, overcrowding and the non-availability of direct Metro lines to all destinations and lack of availability of toilets at all stations were some of its cited handicaps.

Roads and Street Lighting: Only around one-third of the respondents of the Perceptions Survey, 2013, rated road conditions in their locality to be good. Respondents from the New Delhi district accorded higher approval ratings to road conditions while those from the North-west and North-east districts rated the same poorly. The locality-wise ratings indicated that the conditions of roads was the poorest in JJ clusters and unauthorised colonies. Improvements were, however, cited in the area of street lighting in Delhi, which had received attention during the Commonwealth Games, with more than 58 per cent of the respondents finding the condition of the same to be good. The Focus Group Discussions (FGDs), on the other hand, revealed that inner roads were not paved and street lights were often not functional in the poorer settlements, calling for attention to this area. It can be noted that many of the transport-related facilities are interlinked with safety, in general, and safety for women, in particular, and any policy efforts towards improving the same need to keep this underlying connect as a main focus.

Early childhood mortality needs to be contained through focussed interventions.

If seen through the lens of human development, it is obvious that there has been considerable progress on many fronts in Delhi though there is still a need to make access to most services more equitable across population groups. The next section outlines some other pressing concerns and challenges for expanding the scope of human development attainment in Delhi in order to bring all sections of the population on board.

The prevalence of a high degree of informalisation of employment has increased the vulnerability of a majority of workers.

The high level of informalisation in the Delhi employment scenario is evident from the fact that 85 per cent of all workers are informal (taking into account those working in both the formal and informal sectors). This usually implies lower average earning levels as well as inferior work conditions vis-à-vis the formal workers. Nearly three-fourths of all workers and 97 per cent of the informal sector workers lack the cover of social protection. Further, a large proportion of regular workers have no written contracts and no access to social security. Some occupations are more vulnerable, such as sales (particularly retail) and service workers, domestic servants, transport workers, vendors and hawkers, security guards and construction workers. The manufacturing sector workers, whose numbers, contrary to expectation, have shown an increase, are also quite vulnerable, as is evident from their declining labour productivity. A large number of them are engaged in subsistence activities in poor work environments. The Perceptions Survey, 2013, finds that the proportion of households with their main wage earners engaging in unskilled low-paying jobs and reporting their incomes to be stable is low.

In the area of early childhood mortality, Delhi is a long way away from achieving the MDG targets. The per capita availability of public health facilities as well as health workforce also remains low in the city.

As regards the area of containing early childhood mortality, Delhi does not compare favourably with the other metros, accounting, as it does, for 28 infant deaths per 1000 live births, thus necessitating closer attention to arresting neo-natal deaths and ensuring universal institutional

deliveries. Quantitatively, while both primary level clinics/dispensaries and secondary level hospitals have significantly increased their capacities, the per capita availability of public health facilities in Delhi continues to be low, with less than 2 clinics per a population of 10,000. The shortage of healthcare personnel remains a major handicap. As of 2012, less than 4 government physicians—including even specialists—were available for a population of 10,000. The policy flags that emerge from this include an urgent increase in the availability of clinics and health personnel, especially in view of the considerable in-migration and commuting experienced by Delhi and the resultant pressures on the health infrastructure.

The issue of safety for all, especially the vulnerable groups, from violence and discrimination, has become increasingly important in the human development discourse. With this perspective, an assessment of public safety issues in the city shows that while official statistics do not peg Delhi high in terms of the crime rate, its citizens, especially women, perceive public spaces to be unsafe. However, the statistics do reveal a disturbing trend of increasing vulnerability of children from a safety perspective.

The lack of services such as functional street lights and safe public toilets, especially in the poorer settlements, brought out by the Perceptions Survey, 2013, and the FGDs, reflects the inadequate attention being paid to gender-sensitive urban planning. This contributes to the fear of violence in public spaces, and is likely to adversely affect vulnerable groups like the economically weaker sections, women, the elderly and children. However, this perception has not always found an echo in the official statistics.

The Perceptions Survey, 2013, revealed that less than one-third of the respondents rated personal safety in Delhi as 'good' or 'very good' and the

feeling that crime had gone up over the years was very high (cited by more than 90 per cent of the respondents). The Survey was conducted immediately after the tragic incident of December 2012, wherein a 23-year old girl was gang-raped, which must have contributed to this enhanced feeling of insecurity. Despite such an overall perception, however, a majority of the respondents (55 per cent) felt secure or very secure in the areas wherein they stayed, that is, in their immediate localities or neighbourhoods. While most women did not feel safe in public spaces, the workplace and public transport emerged overall as spaces perceived to be the least safe for women. Women, children and senior citizens were found to be more vulnerable. The Perceptions Survey, 2013, also found many respondents to be dissatisfied with the police in terms of the lack of both approachability and promptness of response displayed by police personnel.

The state of basic services available to the 0.4 million households living in slums is particularly poor. They lag behind the average levels for Delhi in terms of access to all basic amenities, except for electricity.

The Census, 2011, estimates show that a glaring gap exists in term of the access to basic services for slum households. While the gap between slum households and the Delhi average in household in terms of access to bathroom and latrine facilities within their premises is 38-40 percentage points, the gap in the availability of water within the premises is 27 percentage points. It is only with regard to power supply that slum-dwellers are found to be at par with the rest of Delhi, because of the achievement of 97 per cent electrification in the city. The contrasting situation of slum-dwellers vis-à-vis that of Delhi as a whole becomes apparent when it is seen that as compared to an average of 76 per cent households in Delhi accessing the three basic services of water

Poor safety in public spaces warrants a closer look at urban planning, public toilets, transport, and street lighting.

A large number of slum-dwellers have very poor access to basic facilities, suffer from overcrowded accommodation and face acute sanitation problems.

Apart from hygiene, issues of dignity, security and environmental degradation need to be addressed.

within their premises, electricity and sanitation facilities, the corresponding share for slum households is just 44 per cent. As regards housing facilities, though the share of good and liveable houses and the slums is quite close for Delhi (at 97 per cent and 90 per cent, respectively), the caveat remains that the space/living conditions in slum houses and the houses found in many other settlements such as approved colonies, are vastly different and comparisons are not justified.

Many environmental concerns arise due to the lack of private toilets, open drains in some areas, especially in slums, open garbage disposal as well as the contamination of the surface water in Delhi.

The river Yamuna, Delhi's lifeline for water availability upto Wazirabad barrage, gets highly contaminated by uncontrolled flows of untreated waste from human settlements, as well as from industrial effluents. Open defecation leads to the incidence of faecal matter flowing into the river via open drains, as well as contaminating the immediate environment in the neighbourhood. The groundwater in many parts of Delhi suffers from high salinity and nitrate content. The Government thus needs to set into motion initiatives for addressing the pollution in the Yamuna, through implementation of the Yamuna Action Plan (which is being done in two phases, with the third phase on the anvil). Simultaneously, however, there is also a need to further raise public awareness against contaminating the river water.

A majority of Delhi's citizens are satisfied with their own quality of life.

Despite the challenges and problems of insufficient inclusion of different population groups on the human development front, it is heartening to note that according to the findings of the Perceptions Survey, 2013, the citizens of Delhi are satisfied with the quality of life they lead, as assessed on the basis of critical indicators like employment, education, and healthcare as well as

other personal attributes. Even among the lowest income group, 64 per cent of the households reported being satisfied with the quality of life.

Satisfaction levels vary across age, gender, social groups, types of settlements, and whether the respondents were migrants or not, but the variation is not large. The largest variation was observed for different income classes, with 85 per cent of the highest income group expressing satisfaction with the quality of their lives and this share declining to 64 per cent for the lowest income group.

A common aspiration across communities was to secure a government job, mainly as a teacher or in the police department. While 30 per cent of the respondents felt that the number and quality of work opportunities in Delhi were average, a similar proportion felt that work opportunities had improved over time. What is more important is that household income was considered to be stable by more than 60 per cent of households. This share decreased in the case of households wherein the main wage earners were engaged in unskilled low-paying jobs.

Satisfaction with one's own health status was found to decline with age, with the decline being sharper among women. A huge proportion (90 per cent) of the respondents were found to be satisfied with their children's education and the satisfaction increased with rising levels of income. Educational opportunities for technical/professional courses were also rated highly, with 80 per cent of the respondents finding these to be 'above average'. Amongst the student respondents, government school students were more dissatisfied with their education vis-à-vis private school students.

A very interesting finding of the Perceptions Survey, 2013, pertained to people's rating of interaction with personnel from different government

departments, with highest rating coming for the Delhi Metro Rail Corporation (DMRC), followed by electricity departments, the Delhi Transport Corporation (DTC), Delhi Jal Board (DJB), Delhi Traffic Police, Municipal Corporation of Delhi (MCD), and lastly, the Delhi Police. The most popular activities for spending leisure time were found to be watching television (63 per cent), followed by going for an outing or meeting friends (53 per cent). Reading as a leisure activity was found to be popular among the youngest age groups, but tapered off during the older years, re-emerging as a popular choice for people aged 60 years or more.

In conclusion, the Report reveals that Delhi has seen enhanced incomes, expansion in economic opportunities, and improved access to basic services, and other capability-enhancing measures during the last few years. However many challenges still confront the city in its quest to become a global, inclusive city.

There is a need to focus on reducing inequalities through greater formalisation, the universalisation of social security, economic enhancement of women, and improvement in the quality of services for achieving greater progress on the human development front. Enhancing the earnings of the low productive manufacturing sector and some subsistence services sub-sectors in the informal sector as well as better enforcement of laws for the promotion and protection of livelihoods, especially for those working in vulnerable occupations should constitute an important policy focus. Equitable distribution and access to resources in all aspects of life—such

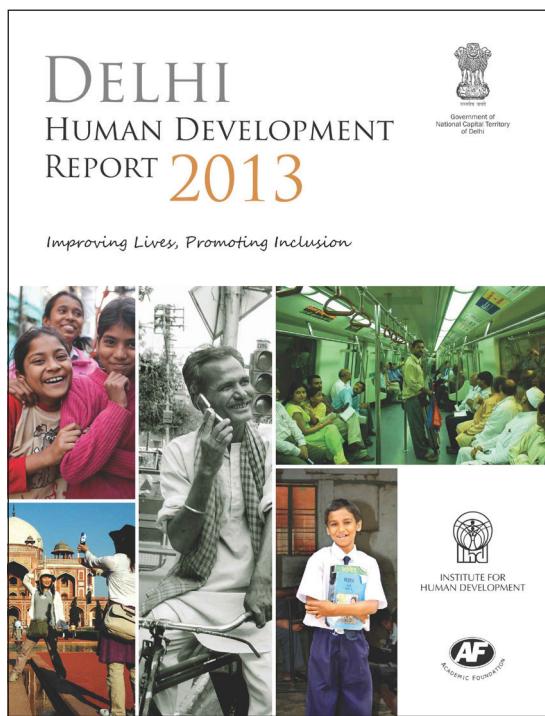
as housing, water, and toilets, among others—need further improvement. The education and health sectors need to see improvements in infrastructure, manpower, and the quality of service. An important step in this regard would be the periodic monitoring and assessment of public service delivery, and the setting up of accountability enhancing initiatives.

Two other important steps that are needed are: ensuring public safety for all citizens, and promoting environmental safety. Both are relevant for all sections of society, including women, children and the elderly. Building an equitable world-class city requires innovative measures which are supported by people's participation, the efficient functioning of public institutions, as well as good governance.

Indeed, the above-mentioned challenges are not unique for Delhi—similar disparities have emerged in most parts of India and the world too, in the wake of the march towards prosperity. However, these disparities at low levels of livings of a large section of the population become quite stark in the case of Delhi where huge improvements in infrastructure have taken place and enormous wealth has been generated. Given the potential of Delhi, in terms of both human and other resources, it is possible to address these concerns with the participation of all sections of citizens and various stakeholders, with the Government of Delhi taking the lead. If the aspirations of Delhi to become a world-class city have to be fulfilled, the challenge of making the benefits of prosperity available to the less privileged and to make it more inclusive must be met.

Human capability can be enhanced through formalisation of employment, universalisation of social security, healthcare and educational opportunities; greater economic empowerment for women, and improvement in the quality of services.

People's participation, efficient public institutions and innovative measures are required to build an inclusive world-class city.



DELHI HUMAN DEVELOPMENT REPORT 2013

Published by Academic Foundation, New Delhi

2013 • Paperback • 8½ x 11 • Pages: 232

ISBN 9789332700860

Price (Indian subcontinent): ₹995

Price (rest of the world): US \$ 59.95



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