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### Paar Nazar Ke / Beyond the Line of Sight

Created and compiled by Sreejata Roy Designed by Mrityunjay Chatterjee www.cityblogonline.blogspot.com

Editorial support: Smriti Vohra, Prabhat Kumar Jha Documentation: Anuradha Pathak Acknowledgements: Tina, Sashi Chauhan, Shashikant, Pushpa, Astha, Manoj, Parul, Indira

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Project support: Khoj Association for International Artists, Delhi (http://khojworkshop.org)

Delhi, June 2008

Mewandel 955e118 howkers, shop keepen tailors abourer antism stemonal leaners. doctors factoryu waiters

walked through the heat of the April afternoon down the Khirki road, past small tea stalls and betel/cigarette stalls, half-shuttered for the siesta. I stood in front of one of these, and the vendor became curious. He gave me a friendly smile and asked who I was. I explained that I was doing a project with Khoj that involved interactions with local people. He suddenly became wary and suggested that I talk to his employer who, it turned out, had gone to his hometown in Bihar.

I kept walking, and noted that most of the small shops were closed in the afternoon. A colony of south Delhi, Khirki has been unauthorised for decades. Clusters of small dwellings and stalls cling to the existing walls of the historical ruins that are a local landmark. I came to a tiny tailoring shop, no more than  $10 \times 10$  feet. The man there was operating a sewing machine. He barely raised his head to acknowledge my greeting. Obviously, the practice was to run the machine all day with rarely a break. All he would say in response to my tentative questions was that he had to deliver the complete work to his "madam" within a fixed time.

I then came to two big gates of a wide compound with rented rooms along the sides. I did not go in, hence cannot identify the kind of work that is done there. I next encountered a barber's shop, 6 feet long and 4 feet wide, with two attached compartments. One side adhered to the colony's old wall; the other side was open to the street, with a temporary shutter dangling from the roof. The shop had mirrors, two chairs in use, and a bench for people to sit on while they waited their turns for haircuts and shaves. Even in the sweltering afternoon the shop was full of customers. All were absorbed in gazing at the television fixed to a wooden upper shelf. The tiny compartments are rented as living space by two individuals. These 'rooms' are like bunks in a ship's cabin. Once inside, it is literally impossible even to turn around fully. W EXCITING SP Shops line both sides of the narrow winding lane passing through congested Khirki Village. They sell groceries, videos, mobile phone cards; they rent out DVD players and pirated DVDs. A doctor's small chamber extends into an STD phone booth.

I was walking to the embroidery workshops at Hauz Rani, a locality that is an extension of Khirki Village. The lanes through both areas culminate in the large sprawl of the authorised middle-class colony of Malviya Nagar. The houses of Khirki are three and four storeys high, some old and dilapidated, others newly constructed. Despite the blazing heat, the lanes of the concrete slum are clogged with slushy mud and patterned with countless footprints. The surface seems to be excavated several times each month, the potholes as well as the piles of sun-baked sludge left just as they are. Few manholes have covers. The passers-by are indifferent to this now-routine disruption.

The way into Hauz Rani became narrower, the sun increasingly blocked out by overhangs, the leached sky barely visible in the slits of glare. Large dhabas lined the road. They seemed to be emptying out, cus-

# A NEW EXCITING SPACE

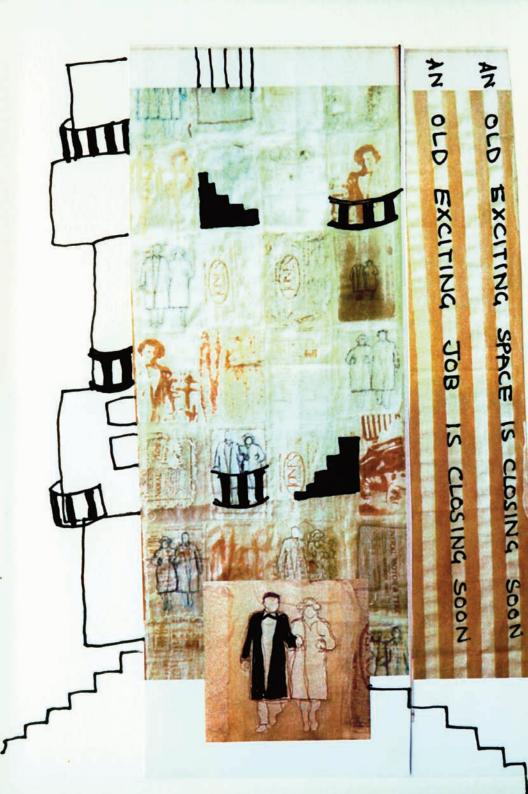


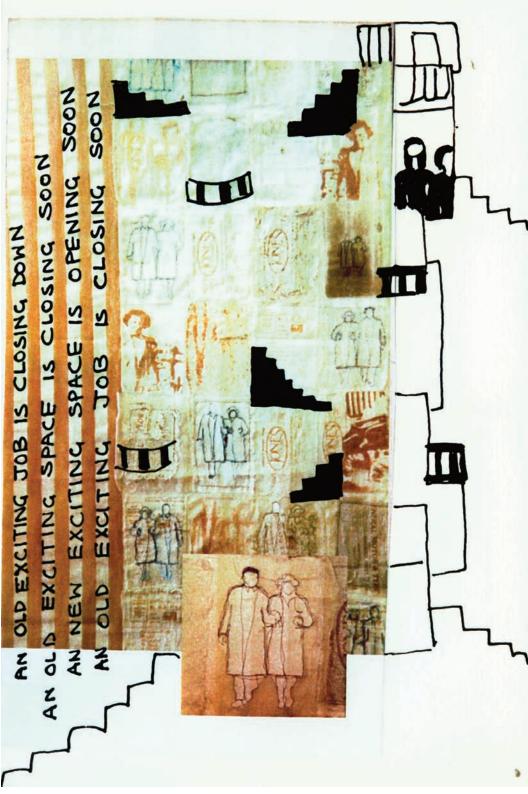
# IS OPENING SOON tomers dispersing after the busy lunch hours. Some dhaha workers

tomers dispersing after the busy lunch hours. Some dhaba workers were now eating. The dhaba owner was taking a nap inside. These dhabas seem to be open round the clock. Clouds of flies buzzed around the large vessels of cooked food, the carcasses on hooks at meat stalls, the cut watermelon slices ripening on hawker's carts.

The oppressive weight of a sweltering summer afternoon pressed upon me as I approached the hand-embroidery workshop. At the entrance is a huge iron shutter like that of a garage. Inside is a hall with two cupboards and a stack of utensils on one side, and a loft up at the back, reached via a bamboo ladder. Here the workers rest after their shifts.

The workspace is on the ground floor. Each worker sits behind wooden frames on which fabric is stretched. The embroidery is mainly zari (gold thread). Work begins at 8 am and carries on till midnight, with two half-hour breaks. It involves the deft use of needles, beads, silver appliqué and satin threads, along with the zari itself, in the making of intricate floral patterns. As I stepped, squinting, from harsh sunlight into sudden shade, the cloth threw out an iridescent flicker.





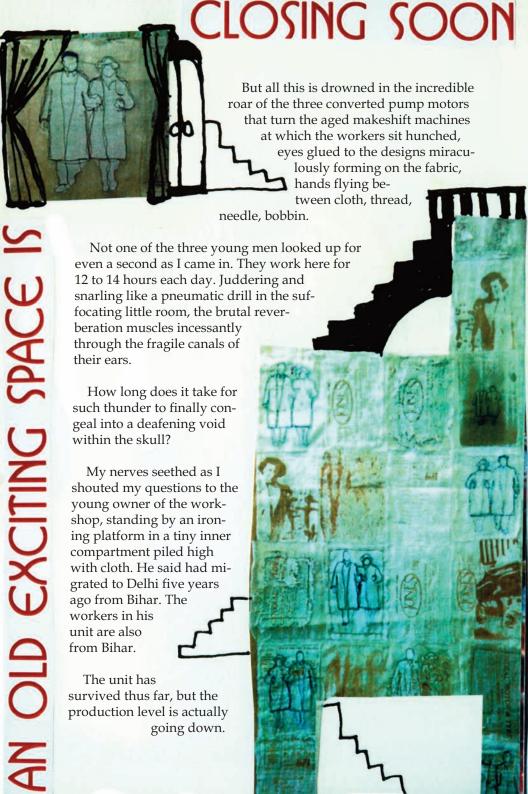
## □ OPENING SOON SPACE It was very quiet in the workshop. All that could be heard were the many unerring needles as they swiftly plucked at and penetrated the tightly stretched weaves. The owner greeted me with a pleasant smile and asked me to sit. After I explained the purpose of my visit, he agreed to talk with me each day at 1 pm. In our introductory dialogue he said he was from Bengal. He lived with his family on the first floor of the workshop. The 10 workers of his unit were all from Bengal, Bihar or UP. While I was there, not one worker raised his head to look at me or stayed his busy hands for even a second. I was somewhat disturbed by their absolute focus, and the mechanical aspect of what I intuited were complicated individual subjectivities. I did not stay very long, as I had to also visit a machine-embroidery workshop nearby, owned by a young man from Bihar.

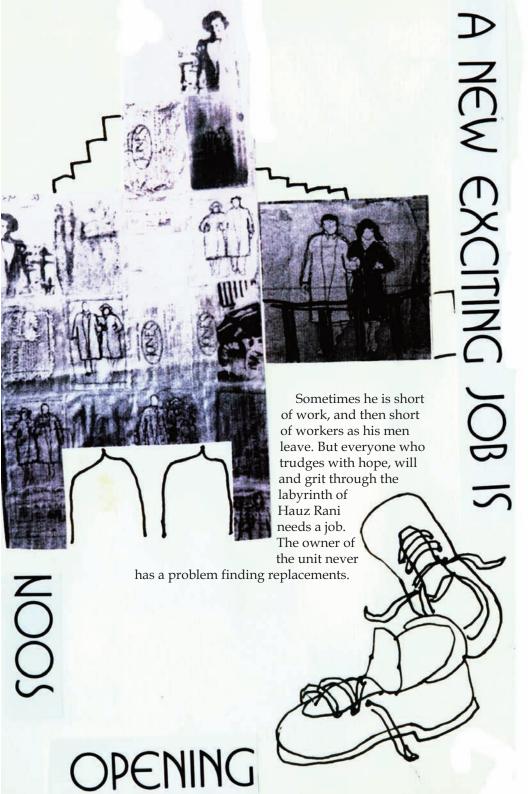
# CLOSING SOON

I slowly walked towards the machine-embroidery workshop, close to the hand-embroidery unit. The lane was uneven, the heat seemed more intense. I began to feel disoriented. I called the owner of the unit on his mobile, thinking I would stay in the workshop till it became cooler.

I went down some stairs into the basement of a three-storey building. The workshop is more a cell than a room, humid and claustrophobic despite warped exhaust fans whirring at full speed near street-level vents. Their grimy blades churn the sweltering air into the ongoing stream of call-in chatter, chirpy advertisements and blockbuster Bollywood numbers playing on an FM radio.



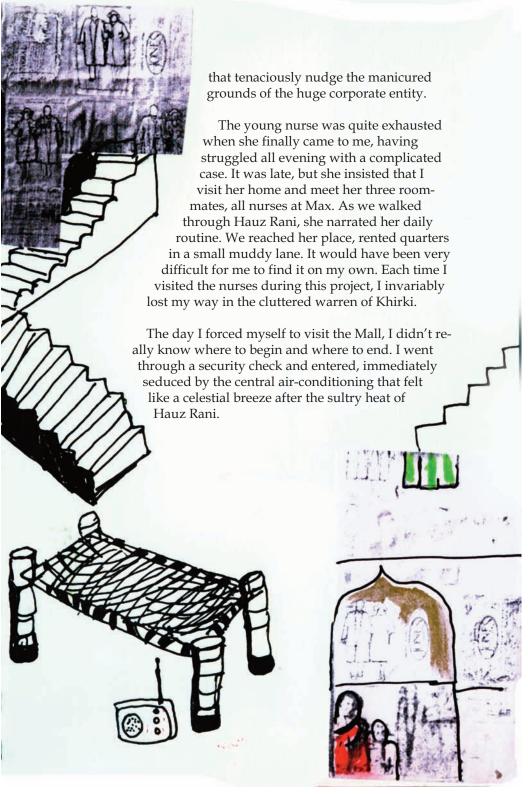
















Constantly bright lights, escalators and the sophisticated décor of branded shops merged into a hallucinatory vista of unremitting allure as well as perennial satiation. I avoided looking at the extravagant prices as I persistently went into store after grandly designed store to try and find Khirki residents who worked in the mall.

I did find a few who had successfully modified themselves to their jobs and were willing to describe this transformation.

NEW EXCITING JOB IS OPENING SOON



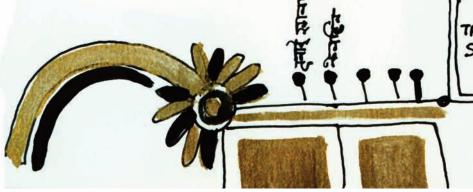
कि 'खोज' में मुझे इतना कुछ करने और देखने को मिलेगा। मैंने 'खोज' में पतंग बनाना और चित्र बनाना सीखा। कलर भरने में भी लोगों की मदद की। मुझे यह सब करना बहुत ही अच्छा लगा। लेकिन अब समय नहीं मिलता कि कुछ कर सकूँ। इच्छायें तो बहुत हैं पर समय न होने की वजह से कुछ कर नहीं पाती। जब कभी समय मिलता है तो 'खोज' जाकर पेंटिंग करती हूँ। मुझे पेंटिंग का बहुत शौक है। नौ - साढ़े नौ बजे तक घर जाती हूँ। हाथ-मूँह धाोकर खाना खाती हूँ और थोडी देर इधर-उधर घूमने के बाद सो जाती हूँ। सुबह छ: बजे मम्मी मुझे जगा देती है। वह हमारे लिए नाशता बनाकर, टिफिन पैक कर देती है। मैं पौने सात बजे तक घर से स्कूल की यूनिफ़ॉर्म में दो चुटियाँ बनाकर, आई-कार्ड लगाकर स्कूल चली जाती हूँ। स्कूल में प्रार्थाना के समय छोटी कक्षा के बच्चों को लाइन में लगाती हूँ और फिर स्टेज पर जाकर माइक फिट करती हूँ। ड्रम बजाना मुझे बहुत ही अच्छा लगता है। स़बह की प्रार्थाना करने में बहुत ही मजा आता है। स्कूल से घर आकर खाना पकाती हूँ और साफ़ सफ़ाई करती हूँ। पौने तीन बजे खाना खाकर सो जाती हूँ। उसके बाद ट्यूशन पढ़ने जाती हूँ। पाँच बजे तक घर लौटकर रोज शाम को चाय पीने के बाद पजा करती हूँ और सात बजे तक 'खोज' आ जाती हूँ।

### कुछ गाँव के, कुछ अपने

आज तीस तारीख़ है और आज मेरे स्कूल की भी छुट्टी है। कितना अच्छा लगता है छुट्टी के दिन। सुबह-सुबह उठकर मंदिर जाना या पार्क जाकर योग करना। मुझे सुबह छ: बजे का समय बहुत अच्छा



EA STAUS

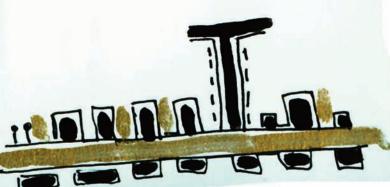




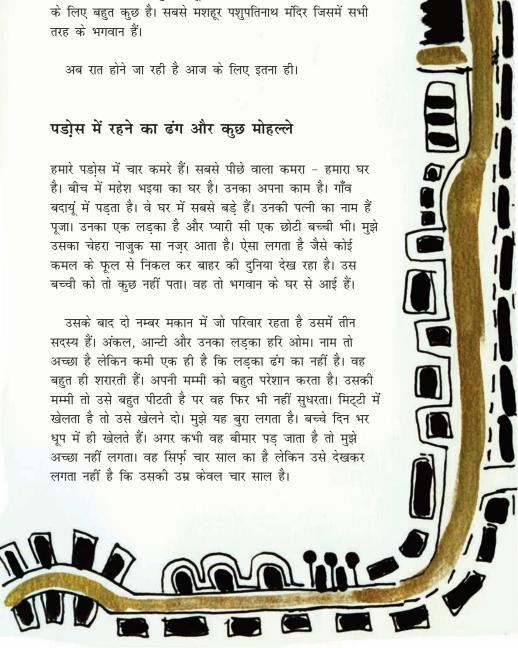
लगता है। पार्क से आने के बाद फ्रेश होकर चाय पीने के बाद मुझे नींद आने लगती है और मैं सो जाती हूँ। सात-साढ़े सात बजे तक सोकर उठती हूँ। अब तो दो महीने की गर्मी की छुट्टियाँ भी हो चुकी है। छुट्टियों में तो कुछ अलग ही करने का मन होता है। पर क्या करूँ? वक्त ही नहीं मिलता। पहले छुट्टियों में अपने अंकल या बुआ के घर जाती थी। हमारे अंकल बीस साल तक हमारे साथ रहे लेकिन जब उनकी फैक्टरी आया नगर शिफ्ट हो गई तो हमारा आना-जाना और बोलचाल कम हो गया। अंकल कभी-कभी आते हैं या हम कभी त्यौहारों में उनके घर चले जाते हैं। फ़ोन पर कभी-कभार बातचीत हो जाती हैं। उनका परिवार बड़ा है – चार लड़के हैं और एक लड़की। लड़की का नाम शोभा है बहुत ही प्यारी और सुन्दर है उसकी आवाज़। लेकिन दूर होने की वजह से हम मिल नहीं पाते।

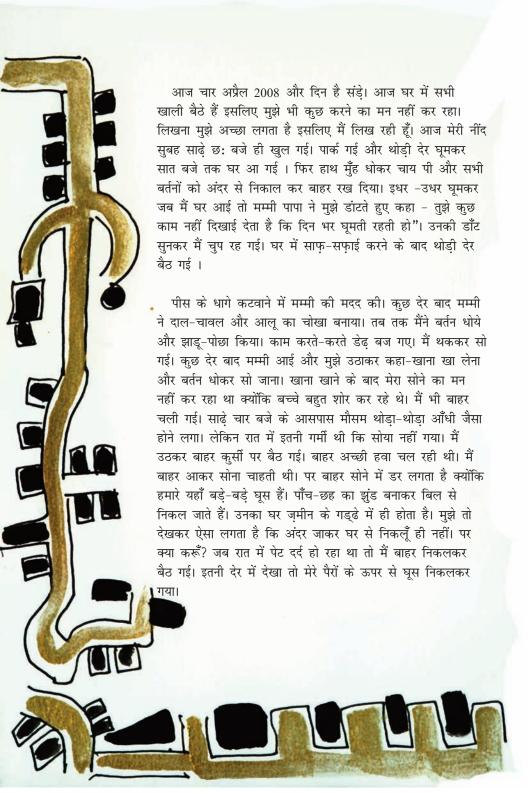
आज मम्मी की छुट्टी है। मम्मी और पापा घर पर हैं। मम्मी ने आज मेरे स्कूल की ड्रेस और बैग धोकर, जूतों पर पॉलिश करवाकर उन्हें अच्छी तरह पैक कर दिया। मैंने छुट्टियों का होमवर्क करने के लिए निकाला हुआ है। हम सभी बारह मई को गाँव चले जायेंगे लेकिन जल्दी आ जायेंगे। हमारा गाँव वेस्ट बंगाल, सिलीगुड़ी के नज़दीक जयपुर टी. गार्डन के साइड में पड़ता है।

हम छ: साल से गाँव नहीं गए हैं। गाँव में हमारे दादा-दादी तो नहीं हैं पर नाना-नानी, मामा-मामी, चाचा और बाकी सभी रिश्तेदार है। गाँव की याद तो आती है पर दूर होने की वजह से हर साल नहीं जा सकते हैं, मुश्किल से ही गाँव जा पाते हैं। गाँव में निदयों में, तालाबों में मछली पकड़ना अच्छा लगता है। गाँव जाते समय सबके लिए नए-नए कपड़े ले जाते है। मैं इस बार अपनी भतीजी के लिए जीन्स की पैंट



और टॉप ले जा रही हूँ जिसे देखकर वो बहुत खुश होगी। मुझे भी अपने छोटे-छोटे बहन-भाइयों से, भाभियों से मिलने में अच्छा लगता है। हमारी मौसी नेपाल में रहती है जहाँ एवरेस्ट की चोटी है। बाहर के देश से नेपाल में बहुत से टूरिस्ट आते है क्योंकि नेपाल में देखने के लिए बहुत कुछ है। सबसे मशहूर पशुपितनाथ मंदिर जिसमें सभी तरह के भगवान हैं।





### मोहल्ले की फैक्ट्री के बारे में

मेरे घर के पास बहुत सारी फैक्टरियाँ हैं जिनमें सिलाई-कढाई का काम होता है। इसे करना हमारे बस की बात नहीं पर सीखने में तो कोई हर्ज नहीं। इसे सीखाने में पाँच-छ: महीने लग जाते हैं। इस काम को करने वाले बडी मश्किल से ही मिलते है। अगर एक-एक कारीगर एक पीस को कढाई करता तो वह छ:-सात हजार से कम का नहीं होता। पर ऐसा होता नहीं है। उसे छ:-छ: कारीगर मिलकर बनाते हैं। तभी वह पीस खत्म हो पाता है। ये पीस साडी, सूट, लहंगों का होता है। यह कढाई पीसों पर की जाती है। उन्हें ढेर सारी मोतियों और सितारों से सजाया और करतस से सिलकर पक्का किया जाता है जो देखने में प्यारा और अच्छा लगता है। कढाई के बाद साडी, सूट, लहंगे आदि इतने भारी हो जाते हैं कि उन्हें उठाने में परेशानी होती है। जब यह काम आता है तो सौ-दो सौ पीसों का आर्डर आता है। सभी कारीगर इसे बनाते रहते हैं। कभी-कभी तो वे एक मिनट भी खाली नहीं रहते। उस दौरान कारीगर काफी व्यस्त रहते हैं। उन्हें खाने का भी समय नहीं मिलता। ज्यादातर पीस बाहर सप्लाई किये जाते हैं जिन्हें मॉडलिंग व शृटिंग के दौरान हीरोइनें पहनती हैं।

दूसरी फैक्ट्री में सिर्फ़ बाहर देश जाने वाले सामान का ऑर्डर का काम होता है जैसे - रजाई, सूट, टी-शर्ट, स्कर्ट, कमीज़ आदि। इन पीसों पर छपाई की जाती है। जिस फैक्ट्री में यह काम होता है उसके बेसमेंट का किराया पन्द्रह हजार रूपए प्रति महीना व बिजली का बिल भी दस हजार रूपए तक आता है। फैक्ट्री के मालिक की पत्नी भी कभी-कभी उनके साथ आती है। और पीसों की चेकिंग PAN SHOP

SHOP

MEAT SHOP

> B14 Dhaba

COBBLER SHOP



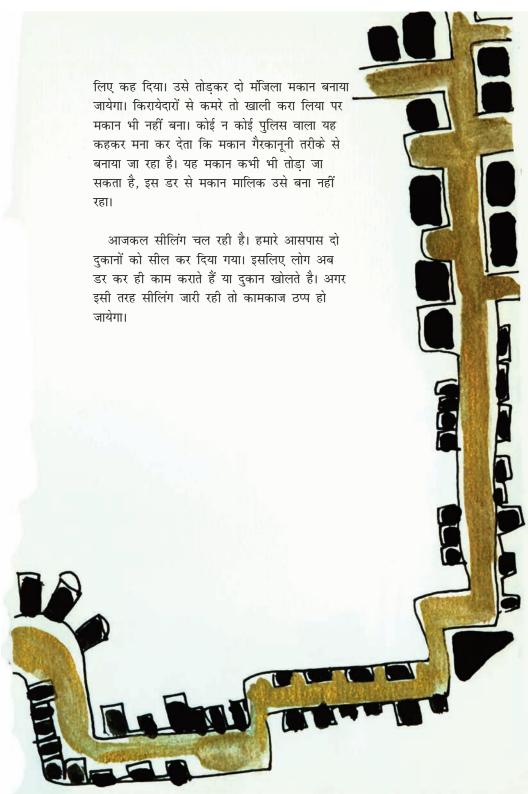
करती है। उनके पास पैंतालीस कारीगर हैं। इन कारीगरों के खाने का इन्तज़ाम भी वही करती है। वह इन कारीगरों को हर रविवार को ढाई सौ रूपये ख़र्चा देती है। त्यौहारों में ढाई सौ रूपये हफ्ते के अलावा बोनस भी मिलता है।

पीस की फिनीशिंग देखकर रेट तय होता है। कभी-कभी एक-एक कारीगर चालीस से साठ पीस बना लेते हैं। जब पीसों का धागा काटने का काम आता है तो हम बहुत मजे से काटते हैं। इससे हमारे भी स्कूल का खर्चा निकल जाता है। बहुत सारी महिलायें पीस का धागा काटती हैं। जब पीस के पैसे मिलते हैं तब थोड़े अपने पास रखते हैं और बाकी अपनी मम्मी को देते हैं।

फैक्ट्री वाली आँटी की भी तीन बेटियाँ हैं। दो बेटियों की शादी हो गई है। अब इनकी फैक्ट्री यहाँ से खाली होकर गुडगाँव चली जाएगी क्योंकि अब कोई फैक्ट्री यहाँ नहीं रह सकती। मशीनों से यहाँ प्रदूश्ण फैलता है इसलिए उन्हें शिफ्ट करनी पड़ेगी। यहाँ से ज़्यादा कढ़ाई की फैक्ट्री तो हौजरानी में है। फैक्ट टिरयों की चेकिंग चल रही है। फैक्ट्री मालिक सीलिंग से बचने के लिए चेकिंग के दौरान अपनी फैक्ट्री में ताला लगाकर इधर-उधर भाग जाते है। कुछ समय पहले सरकार की तरफ से सीलिंग का आर्डर आया था। दो-तीन सालों से सीलिंग बंद हो गया था पर अब फिर शुरू हो गया है।

हम जहाँ रहते है वहाँ घरों के नीचे जो दुकानें बनाई गई हैं उन्हें भी तोड़ने के ऑर्डर आ गए हैं। हमारी आन्टी का घर छत के ऊपर था। वह उसमें तीन-चार साल से रह रही थी। उनके मकान मालिक ने पंद्रह दिन पहले ही कमरा खाली करने के





# Wandering Wandering

He shares his anguish about how over time he has had to come to terms with the fact that his struggles to survive have forced him to crush his aspirations; this seems to be common to workers' lives. He realises that the life he is forced to lead will not give him the chance to follow his own dreams and passions.

Though quite young, he is aware that as a migrant to Delhi from the village where he learnt his trade, he has to focus on earning and saving, and then returning home to take on family responsibilities. He wants to travel and see new places and meet new people, but feels this is not possible now.

He expresses his wish to see the Republic Day Parade in Delhi. He repeats that he had migrated to Delhi to be able to work at a job that allowed him to sustain himself as well as send enough money home, but his earnings were too small. Consequently, he had to work in other places in India to be able to support his family. This cycle of uprooting and re-settling affected everyone in this unit, for several workers were in the same situation.

He reacts to the word "wandering"; he insists that this had never been part of his nature, but circumstances have made him a wanderer. Now he works at one job for as long as there is a demand for the embroidery; he is always aware that he will have to move out in due course and pick up work elsewhere.

He can only work for an extended period in a place where he felt comfortable with his employer and his colleagues. In his profession, trust in the employer and

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reliance on a word-of-mouth network is very crucial. His previous employer cheated him by not paying him the two month's wages due to him at the time of his leaving.

He described a period of wandering for two months, motivated by an interest in seeing new places, and not in the pursuit of work. He even took a loan from "madam", his employer, in order to travel. He enjoyed the experience immensely, and is now working as hard as possible in order to repay the loan.

He states that he wants to be remembered as a good human being and a good tailor-master in the community. He has developed an identity in this neighbourhood through his work and his helpful nature. He has different identities in different localities – he is an LIC agent in some places; in others he leads a team of tailors who create machine- as well as hand-stitched embroidery.

He first went to Mumbai to find work. He supervised up to 350 workers and also handled customers, but he had a misunderstanding with his employer, which turned problematic. Finding himself in too much debt, he returned to his home town of Bareilly and worked there for twelve years. He then migrated to Delhi and now works in a unit, without putting his experience as a supervisor to use. He has no interest now in handling customers, nor does he have the time to talk to them. But when he visits the nearby Citywalk Mall as a customer himself, he finds the ironies of his context and his life quite amusing.

### **Transaction**

He asserts that friendship endures for a sustained period only when there is a dialectic of loan-repayment, a cycle of mutuality on the pragmatic as well as personal level, involving exchange.

He thinks friendship develops when he finds work for somebody or somebody finds work for him, so that he can earn a little on the side; this support is a gesture of friendship.

He says friendship is built through direct sharing; he described how when he first migrated to the region, he found himself in Gurgaon without any place to stay, and no money. A local man offered to share his room with him till the latter found some place for himself or managed to save enough to rent his own room. He stayed with that man for two months, and they became friends.

Due to time constraints, embroidery workers have limited friends in the locality. Their friends are mostly from the same line of work, employed in other units but located at Hauz Rani.

They meet these friends/neighbours generally while they were go out to buy materials such as beads, sequins and thread for their work.

(Only Raju has a different social circle – friends in technical fields such as engineering, software, etc. Raju has not been home for four years.)

He also says that they primarily earn in order to send money to their families in their home villages and towns, mostly in the eastern part of India. They use Rani Courier Service, which according to them costs less to use than sending a money order.

### **Break**

Everybody is of the opinion that their lives revolve entirely around the movement of time.

He says, we have no time to waste; if we don't work and achieve the target for the day, we won't get the allotted wages for that particular job.

He says, it's only on Sundays that all the workers can relax away from their jobs, and spend the day accordingly.

He says their life here is bound in fixed routines.

They get up between 8 and 8:30 in the morning, have tea and breakfast which comes from a *dhaba* next to their unit, and then sit down to work.

The next break is for lunch at 1 pm. The food comes from the same *dhaba*.

After lunch, it's time for work again.

At 3 pm there is a round of tea from the *dhaba*, to keep the workers alert.

They sit again and work till 9:30 or 10 pm.

They eat their dinner, probably at the dhaba.

If there is an important deadline to meet, they might have to work late, sometimes the whole night.

To break the monotony while embroidering, they listen to music on the FM radio, or make fun of each other, or just keep up a conversation.

His chief pleasure is to play cricket on Sundays in the open space across the road. But he can't do that any longer. The ground they played on has been appropriated by the mammoth Mall.

So he uses his free t<mark>ime on Sunday</mark> working as an LIC agent.

### Sounds

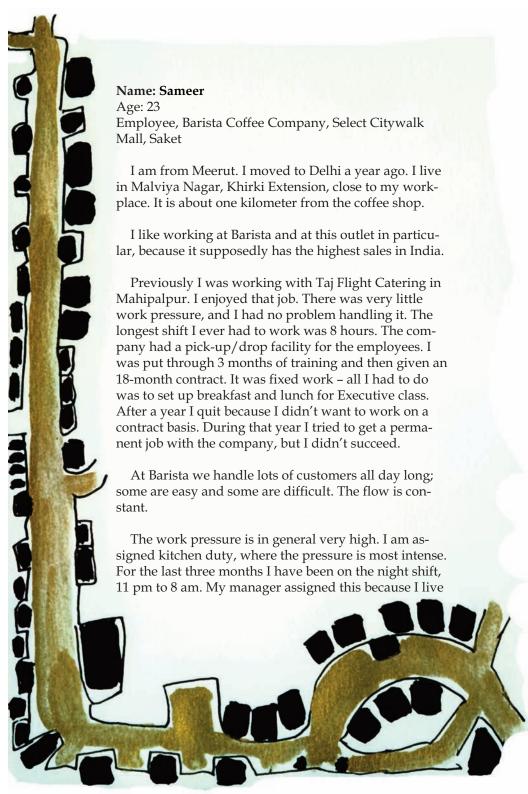
In the lanes of Khirki and Hauz Rani, sounds drift in from different sources, and are a constant in the daily lives of the embroidery workers. The speed of their fingers never falters as they listen without attention, without distraction; without remembering, without forgetting...

He says the first sound of his day is water dripping from the bathroom tap, rupturing his exhausted sleep...

All day, the whir<mark>r of the electric cutting machine and drill in the furniture shop next door...</mark>

The shouts of different hawkers selling different

wares at different hours... The call of vegetable vendors in front of the dhaba, following the afternoon tea break... As evening approaches, the thickening clusters of voices in the lanes... At dusk, the azaan from the mosque... At night, the bell of the kulfi seller's cart... All day and all night, the relentless, impersonal tick of the clock... The steady rasp of needles puncturing the fabric stretched on the frames in the hand-embroidery unit... He says that sometimes songs on the radio, or the sounds of crows and other birds, makes him nostalgic. The sound of rain reminds him of the wheat fields in his village; during the monsoon he would run through them, getting drenched for no reason at all.



near the mall and he assumed that therefore I would not have a problem getting to work at night.

This shift is most exhausting, but my colleagues are very sympathetic. When I get too tired, they help me out.

I am responsible for the entire kitchen – from its cleaning to the *misa* – i.e., the preparation for the next day.

I am comfortable in my job – I don't mind the pressure and the fatigue. The only objection I have is that night duties throw my whole schedule off balance.

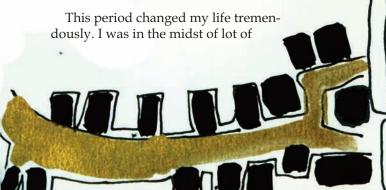
After my night shift I like to sleep a lot. During my days off I spend time with my friends and watch movies at home. This relaxes me.

Name: Gracey

Age: 23

Nurse, Max Hospital, Saket

Though I am from Kerala, I have spent most of my life in north India, since my father was in the Army and posted in the north. I completed my 10<sup>th</sup> Standard in UP and my 12<sup>th</sup> Standard in Kerala. For my medical training I came to Delhi, and spent 4 years at AIIMS. Delhi, the local culture, the Hindi language, all formed a natural and familiar environment for me.







sick people night and day, and my duty was to treat them all alike, with equal commitment to each case. I have seen people on the verge of death, in extreme agony, and crowds of the poor in the hospital corridors giving up hope after endlessly waiting for someone to attend to them. Witnessing all this daily, I experienced how compassionate almighty God is, giving me the chance to help people who are suffering.

After my graduation I joined Max, a private medical institution at Saket. I lived with three roommates in a nearby colony called Sheikh Sarai. Commuting to work by bus, we observed huge malls being constructed, month after month. At that time this area was not very developed. But to my surprise, within two months of the malls coming up, the face of the area changed completely.

To shorten the commute, we shifted to a locality called Hauz Rani near Khirkee Extension. All four of us felt a bit intimidated in the new place, from the point of view of security as well as lifestyle. Locals stared at us when we went out wearing jeans or skirts. Hauz Rani has dark and narrow lanes, and seemed a threatening place. But this tension eased after we explored the area for a week, discovering the shops, beauty parlours, etc. Life became easier for the four of us when we found two shops nearby that stocked goods from Kerala. We got all the items we needed. Nor did we ever have a problem recharging our mobile phones or making STD calls from phone booths.

Slowly we adjusted to the area and became a part of it. I realized that though the locals seem to be orthodox in certain ways, I enjoyed interacting with them. Moreover, a lot of local people were quite rich. They extended the living space of their houses as much as possible, and rented out those portions. Many tenants were nurses working in Max. Artisans and people em-

ployed in mall construction also rented these add-on rooms.

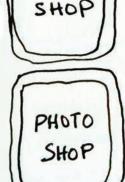
The experience of living and renting in Delhi has had a deep impact on me. Surviving this tough city and claiming a place in it has given me confidence and the strength to continue the daily struggle that gets more and more difficult. I know that Delhi was not always like this – my mother says that when she lived here in the 1970s, you could buy a bus ticket for one or two rupees and have a nice tour of the city for the whole day. But now it is so congested and aggressive that traveling from one part of the city to another is a real ordeal.

Shifting to Hauz Rani initiated a phase in my life that was a turning point for me, as I observed that I was becoming more responsible. For the first time I was supporting myself, and had to save as well as learn to spend my money wisely.

Life in Max is quite hectic. As it is a private hospital, the physical and mental demands made on the staff are quite intense. I learnt a new name for patients: they have to be referred to as "clients". The hospital motto is that the staff has to please the "clients" in all circumstances. I have to really stay focused while on duty, and concentrate on each task. The hospital policy is that any fault or negligence by nurses has to be rectified and compensated for by the offender. Each item is rigidly tracked and accounted for. Any loss or misplacement has to be made up for by the one at fault. These standards and protocols put a lot of pressure on the staff.









However, working in Max is also a very positive experience because it is a state-of-the-art hospital. We are exposed to the latest technologies and scientific procedures on a daily basis. The staff becomes competent enough to work in any hospital anywhere in the world.

All these changes in my life have influenced my spiritual life. I feel that I am closer to God. I always pray before beginning my shift, so that I can stay focused and thereby avoid mistakes and accidents.

## Name: Miriam

Age: 22

Nurse, Max Hospital, Saket

I was born in a small village in Kerala. My family migrated to Delhi when I was 4 years old. I was nurtured and pampered in a loving home environment while growing up. My independence has increased year by year, in this metropolitan environment. I have lived in a hostel while training to be a nurse, and now I live as a tenant, with my roommates. My education was in a government set-up, and now I am working in a huge corporate-run hospital. Life has shown me the extremes of everything.

Delhi was always metropolitan, but over the last few years it has changed incredibly, due to increased economic growth, increased migration, increased industrialization and the increased presence of the corporate sector. The city is the centre of globalization in India.

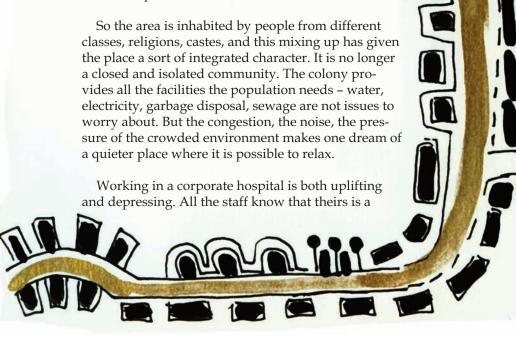
Earlier I lived in Pushp Vihar, a government colony. It was lovely – quiet and secure, lots of parks and open spaces, no commercial establishments. But today, all one sees there are shopping complexes, private

schools, district courts, malls, crowds, bustle and hassle. I miss that earlier peace and quiet.

Today I live with my roommates in Hauz Rani, near our workplace. This locality is completely different. It is congested, disorganized...

Hauz Rani used to be an underdeveloped and unauthorized colony of lower-middle-class and working-class families who undertook some form of self-employment to make ends meet. The colony had a Muslim majority population, close-knit, not very open to other communities. One saw small houses, dingy lanes, lots of handicrafts, all kinds of machinery.

Now, on the contrary, one sees big elaborate houses, a very mixed population, and shops that can supply everything from a safety pin to a car. Upperclass families have moved in because the land prices have gone up due to the presence of an elite corporate-run hospital, multiplexes, malls, etc. in the neighbourhood. The area is very crowded as people working in these establishments prefer to live close to their workplaces.



prestigious job, in a grand and stylish ambience. Air conditioning, bright lights, soothing and elegant interiors, the latest sophisticated technology, brilliant doctors and specialists – all this is very attractive. But it is a challenge to successfully negotiate the responsibility, the high standards of efficiency, the demanding patients, the strict supervisors, the regular auditing and assessment. No one dare talk rudely, because he/she is held accountable. Everyone's work is carefully monitored. All this is possible only because of the very high fees charged from the patients. Reflecting on this, one feels less proud of the structure one is a part of...

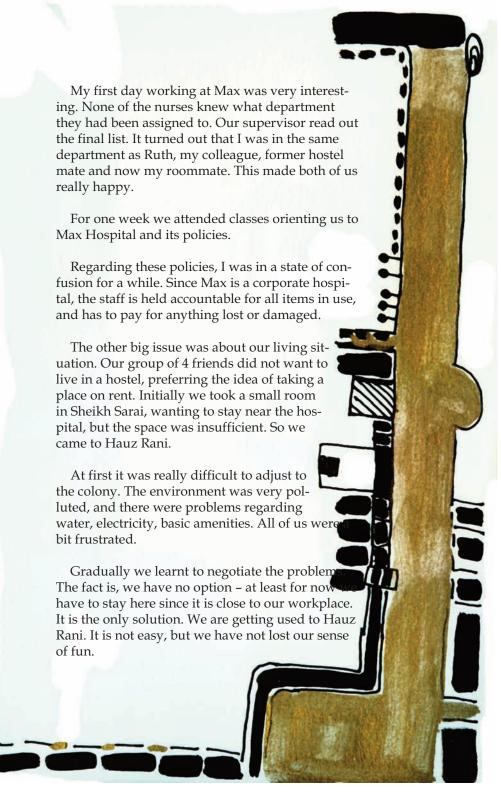
In a government set-up, the processes are long, inaccurate, below standard, and the fees are low, treatments subsidized. The patient load is huge, and the hospitals do not have the funds that corporate-run institutions are able to generate. You can't expect the same care that you would get in a corporate-run hospital.

If AIIMS had the number of staff per patient as Max has, the care provided at AIIMS would improve dramatically. Here the ratio is 1 staff member per three or four patients; in AIIMS it is sometimes 1: 40. Quality care is not possible for such a quantity.

Name: Rosie Age: 22 Nurse, Max Hospital, Saket

I received my medical training at AIIMS in Delhi. I stayed in the hostel for those four years. I then got a job at the corporate-run Max Hospital.







Name: Ruth

Age: 23

Nurse, Max Hospital, Saket

When I started work at Max, I was assigned to the Emergency department. I was happy because I like trauma work, and also because a friend who had been with me in hostel while I was undergoing my medical training was also assigned to that department. We were taken around the department and introduced to other colleagues.

For the first month our routine was just as it was during our training as nursing students – we stood to the side and observed the doctors and senior staff attending to patients. We were on general shift for that month – 8 am to 4.30 pm.

Working in Max was a different experience for all of us, since we were accustomed to the government set-up where we had received our training. At Max, everything is unique in that it is designed in a particular way. The Max way of doing things is that order and discipline prevail all the time. The staff is continually observed and assessed. We have to follow procedures not as we wish to, but the way the "client" – the name by which we had to refer to patients – wish us to. It is a state-of-the-art hospital, so we experience the satisfaction that comes from using the best equipment and meeting high professional standards, but it is frustrating to be monitored and kept under surveillance.

But I enjoy my work because I love it. The nature of my work, the professional environment and the good relationship with colleagues adds to my pleasure. There are problems at work too, but they are manageable.

The only really serious problem was accommodation. We took a house on rent in Sheikh Sarai.

But the landlord kept hassling us, so we shifted to Hauz Rani since we wanted to be near the hospital. At first, it was difficult to adjust to the locality, because we were used to a calm and quiet atmosphere; the congestion and noise of Hauz Rani disturbed us a lot. But we adjusted, slowly. Then we had to shift to another house, again because of a hostile landlord.

We have become almost expert in packing up and re-settling our home within a few hours.

This independent and flexible style of living away from home, with reliable friends, enables us to become more responsible and develop a mature outlook, as well as practical wisdom drawn from negotiating our daily struggle in this environment.

Reaching home after our shifts, we sit together and narrate our experiences of the long day at Max. To share life in this way, to laugh with each other and help with one another's problems, strengthens our bonds as friends and colleagues.













Name: Neelam

Age: 40

Salesperson at a designer *sari* shop, Select Citywalk Mall, Saket

I have been living in Khirki Extension for the past 13 years.

My work follows a regular routine. I have to check the stocks daily, discard old stock, arrange new acquisitions, initiate the sales. During weekdays I work from 11.30 to 8.30 pm with 30 minutes for lunch. Weekends are the busiest time of the week, and on those days I work from 12 noon to 9 pm.

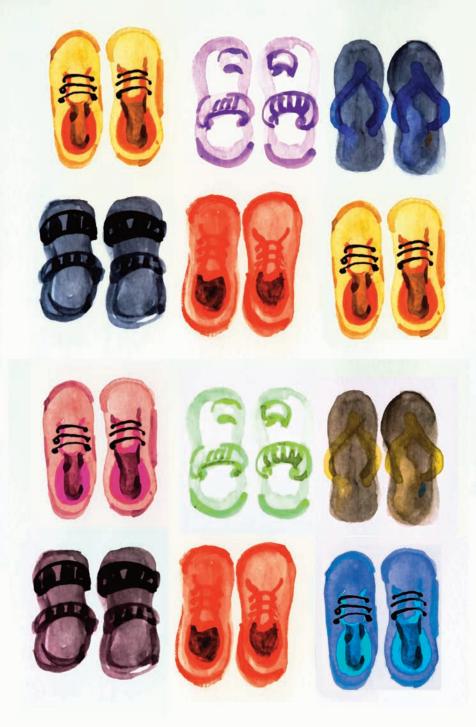
Before taking up sales work I ran my own manufacturing unit at my house. My clients were cloth dealers and shop owners involved in design aspects of *sari* production. When the big showrooms were sealed by the Municipal Corporation of Delhi, my unit became sick and I had to shut it down.

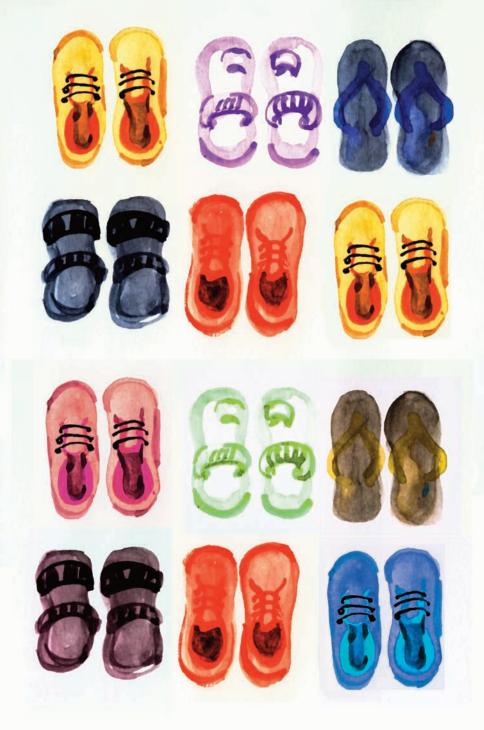
At the same time I was undergoing a personal crisis — my marriage broke up, and that trauma induced a miscarriage in the seventh month of my pregnancy. The stress was too much to handle, so I gave up my work and closed down the unit.

I tried to make positive changes in my life, and also attempted what I thought might be a more settled career: acting in television soaps. But that failed.

I think it's good that the mall has come up in this area. Not only does it give work opportunities to in-







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