



SEGREGATED CITIZENS: THE LACK OF CIVIC AMENITIES IN THE MUSLIM MAJORITY PARTS OF DELHI

First Report from Jamia Nagar
(Zakir Nagar & Abul Fazal Enclave Wards)



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Introduction

Multiple government and non-government reports have time and again pointed at the lack of civic amenities in areas that are mostly lived by people from Muslim minority communities.¹ The segregation of space itself, earmarked for minorities in every city or semi-urban space led to a sort of ghettoisation. In these spaces, often the civic amenities that are basic minimum requisite for citizens to live a life of dignity are grossly missing. The systemic prejudices and bias against minorities reflect in the reluctance of the state to ensure civic amenities in minority dominated areas of the city. This research too is an attempt to explore and analyse the lack of civic amenities in minority populated areas of Delhi. This is the beginning of a series of reports that will be followed up.

The report will focus on how the Muslim populated areas like Okhla popularly known as Jamia Nagar in Delhi are being discriminated against in terms of access to public services like **school, health (hospital, mohalla clinics, health centers), public transport, banking- Bank branches, mother dairy booth, post office and so on. While the public amenities are largely missing in these localities, the presence of coercive state apparatus or ‘disciplining agencies’ of the state like Police and other paramilitary forces are in abundance in the localities.**² We will start with a few MCD wards within Okhla, which have a majority Muslim population. The template will then be followed up in other areas of Delhi. This will also see the patterns of urbanization and how it leads to ghettoisation, discrimination and exclusion of Muslims. This will also reflect the negligence of the state and central government that consider Muslims either as a vote bank or as disposable citizens. The idea is to counter the oft repeated narrative about so-called Muslim appeasement by showing the lack of civic amenities in Muslim areas.

Overpopulation in Okhla: Causes & Effects

According to the 2011 Census there were 16.8 million people living in Delhi, comprising 2.1 Millions Muslims which was 12.86 percent of the total population. In the absence of the latest Census survey the estimated

1 Sachar Committee Report, 2006, Muslims of Delhi: A Study on their Socio-Economic and Political Status” published by Institute of Policy Studies and Advocacy, 2023.

2 Ghazala Jamil, Accumulation by Segregation: Muslim Localities in Delhi, Oxford University Press, 2017.



Photo 1 - Electronic
Rikshaw, Okhla Head

population figure for 2026 is 22.5 million as provided by the Govt of Delhi.³ Jamia Nagar, one of the Muslims ghettos in Delhi, is home to more than 0.6 million population according to local estimates, largely Muslims (98 percent). This region comes under the Okhla Assembly seat and according to the Election Commission there are 0.32 Million registered voters.

According to the Election Commission of Delhi there were 14505358 voters in Delhi in the 2022 MCD elections. Two wards under study, Zakir Nagar and Abul Fazal Enclave, had 90038 and 86301 registered voters respectively. Out of 250 wards in the state, these two wards come in the list of 5 highest voter dense wards.

Zakir Nagar is 3rd in the list while the Abul Fazal Enclave is the 5th having highest registered voters. In terms of total population of the wards and the constituency, there are no exact numbers, while according to the estimates of locals, the population in the Okhla constituency is more than 6 Lakhs.

Table 1:

Assembly	Total Voter
Okhla	364576
Total Wards under Okhla Assembly	5
Ward wise	Voters
Madanpur Khadar East	54469
MAdanpur Khadar West	65817
Sarita Vihar	67951
Abul Fazal Enclave	86301
Zakir Nagar	90038

Table 2:

Wards with Highest number of voters in Delhi	Total Voters
Nawada	98774
Jharoda	96373
Zakir Nagar	90038
Nangli Sakrawati	89319
Abul Fazal Enclave	86301

Source- Ward Wise Voter Summary, Delhi (2022)⁴

³ Women and Men in Delhi-2024, Govt. of NCT of Delhi, https://des.delhi.gov.in/sites/default/files/inline-files/women_and_men_in_delhi_2024.pdf

⁴ https://sec.delhi.gov.in/sites/default/files/SEC/files/male_female_transgender_data_delhi.pdf

Jamia Nagar in the Okhla Assembly Constituency, is a densely populated Muslim neighborhood that has been lacking most of the public amenities or are inadequate to cater to the ever growing needs of the area.

In common parlance Jamia Nagar has been described as Muslim ghetto. A ghetto is not self imposed, discretionary segregation by a community, but enforced and carved out through various processes like communal violence⁵, capitalist accumulation⁶ and discriminatory urban planning and governance.⁷

The feeling of insecurity is at the core of the construction of Muslim identity and the space called Jamia Nagar. The increasing feelings of marginalization and insecurity amongst Muslims can be connected to the construction of the locality and localized identities.

How Jamia Nagar became a Muslim Ghetto

According to the locals, and according to the available literature⁸, before 1992 there were only a few Muslim localities in this area, adjacent to the Jamia Millia Islamia campus, largely the accommodation for the teaching faculty and other staff members of Jamia Millia Islamia. Most of the area that is now Jamia Nagar was declared agricultural land in the government records, and was “either cultivated or uncultivated grasslands inundated by Yamuna waters during the monsoon season.”⁹

One of the defining moments for this region was the Babri Mosque demolition and the nationwide communal violence that followed it and that also coincided with the rise of Bhartiya Janta Party in national politics. Muslims, erstwhile living in mixed neighborhoods started to migrate to this area, as if the floodgates opened at one stroke. A local resident of Jamia Nagar, once a construction contractor, told us that soon after the Babri Mosque demolition, the property rates rose to 1500-2000 rupee per yard which was 200-300 per yard before the incident. He told us that this area became the first choice for the Muslim migrants because of the existence of Jamia Millia Islamia in this area. He further added that apart from JMI, other Muslim

5 Lauren Gayer and Christophe Jaffrelot (eds) Muslims in Indian Cities: Trajectories of Marginalisation, Columbia University Press, 2012.

6 Ghazala Jamil, Accumulation by Segregation: Muslim Localities in Delhi, Oxford University Press, 2017.

7 Anasua Chatterjee, Margins of Citizenship: Muslim Experiences in Urban India, Routledge, 2015.

8 Kirmani Nida, “Competing Constructions of “Muslim-ness” in the South Delhi Neighborhood of Zakir Nagar”, in Journal of Muslim Minority Affairs, Vol. 28, No. 3, December 2008.

9 Towfeeq Wani, How Jamia Nagar Became A Muslim ‘Ghetto’ In The Nation’s Capital, in Youth ki Awaaz, 2016. <https://www.youthkiawaaz.com/2016/06/jamia-nagar-muslim-ghetto/>



Photo 2 - Jamia Nagar area



Photo 3 - Traffic in Jamia Nagar

religious organizations like Jamat-I-Islami Hind and Ahl-E-Hadees had also established their centres in this area thus giving confidence to the Muslim community who were looking to migrate from mixed neighborhoods.

Another landmark incident that boosted the influx of Muslims to this locality was the 2002 communal violence in Gujarat, specially the brutal murder of Ehsan Jafri, a freedom fighter, unionist and affluent Muslim politician from Ahmedabad, who was brutally murdered by the Hindu mob. “This incident shaped the psyche of the Muslims especially the upper class affluent Muslims, who rarely felt insecure before” told the local resident of Jamia Nagar. The influx continued after the 2002 incident.

The last influx of Muslims to this area is currently ongoing. This started with the latest incidents of violence in North East Delhi in 2020, in which more than 53 people died and two-third of them were Muslims according to the official records. This led to the sudden influx of Muslims from mixed neighborhoods to ‘safe’ areas like Jamia Nagar. The amount and nature of influx can be gauged by the changes in the rent and property rates in this area.

In terms of space, the area is congested due to influx of population from different parts of Delhi and continued migration from the countryside. There are a total of 5 wards under the Okhla Assembly seat. In terms of population, the combined population of these two wards under study have almost the same number of population as the combined number of other three wards in the assembly. However, in terms of physical space, the combined space of these two wards is not even one-third of the total area under this assembly.

These two wards under study in the Okhla constituency now comprise a population that is far from the average population per ward (as per the Ministry of Home Affairs guidelines) — 65,679 — and the permissible deviation of plus or minus 10% from this figure.¹⁰ The permissible upper limit of the population per ward is 72,246 and the lower is 59,111.¹¹ However, the other three wards either come under the permissible limit or marginally above than the permissible limit. On the other hand, out of the total 250 wards, there are 138 wards that have a population below the permissible lower limit of 59,111.

The crux of the development deficit and the governance problem apart from the continued negligence is that the amenities and services that are available in this area are only for a limited population, however these limited resources continue to serve many fold populations that actually inhabit this area.

¹⁰ <https://www.thehindu.com/news/cities/Delhi/mcd-polls-redrawn-ward-boundaries-in-okhla-fuel-allegations-of-politically-motivated-manipulations/article66216001.ece>

¹¹ <https://www.thehindu.com/news/cities/Delhi/mcd-polls-redrawn-ward-boundaries-in-okhla-fuel-allegations-of-politically-motivated-manipulations/article66216001.ece>

Problems of Unauthorised Colonies

According to the DDA list, there are 1731 unauthorised colonies in Delhi hosting around 30 percent of the total population of Delhi.¹² In her speech in the Delhi assembly, then Delhi Finance Minister Atishi recognised the plight of the people living in these unauthorised colonies when she said, “there was no drinking water, there were no roads, sewerage network or drains in these colonies. These colonies were surrounded by filth and garbage.”¹³ She further added that the government has allocated Rs 902 crore in the Budget for the upliftment of unauthorised colonies in the fiscal year of 2024-25.

Various issues related to development deficit and absence of public amenities like water pipelines affecting the availability of drinking water, well connected sewerage, open drainages, garbage strewn all over, absence of roads, electricity meters, gas pipelines and dangling wires are directly the result of their unauthorised nature. However, given the nature of problems in these colonies and the acute development deficit accumulated over decades, the allocated fund is just not enough to ameliorate the problems.

The area under Jamia Nagar comes under the list of unauthorised colonies. Both the wards Zakir Nagar and Abul Fazal enclave under study are part of this list. Being on the list of unauthorised colonies, these colonies face the acute development deficit and absence of basic public amenities. The problems are discussed below in detail.

UP-Delhi Government Conflict

One of the administrative problems that mark the developmental aspects in this area are the opaque administrative boundaries, overlap, conflict and shifting of responsibilities between UP and Delhi government, owing to conflict in ownership of land. The location of this area is alongside the banks of the Yamuna River. On the opposite bank is the New Okhla Industrial Development Area (NOIDA) that falls under the state of Uttar Pradesh. In Okhla however, the boundaries are marked less clearly and patches of land fall under the jurisdiction of the UP government, while the rest fall under the purview of the jurisdiction of Delhi government. This leads to constant friction between the two governments, especially when the two governments

¹² <https://economictimes.indiatimes.com/news/india/delhi-budget-atishi-allocates-rs-902-crore-for-uplift-of-unauthorised-colonies/articleshow/108208505.cms?from=mdr>

¹³ <https://economictimes.indiatimes.com/news/india/delhi-budget-atishi-allocates-rs-902-crore-for-uplift-of-unauthorised-colonies/articleshow/108208505.cms?from=mdr>

belong to opposing parties. Then invariably, instead of seeking an amicable solution through cooperation, antagonistic frictions take place between two governments which invariably leads to abdication of responsibilities, for which a lot of civic amenities of local residents suffer.



Photo 4 - UP Water & Land Management Institute, Okhla

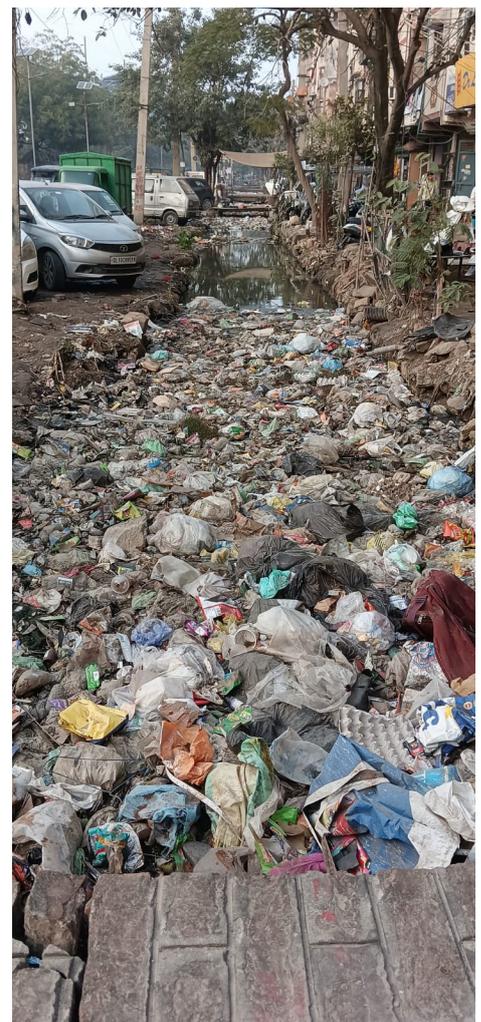
- **Affecting Road construction and other developmental projects:** One of the main developmental and civic amenity to suffer is the construction of roads. There is a constant shifting of responsibilities as to who will build/ repair/ maintain the main roads that cut through the Jamianagar, Zakir Nagar Abul Fazal areas. The roads are narrow compared to the amount of footfall and vehicles passing through the area. This leads to regular traffic jams that often makes mobility difficult in the area. The main roads are in dire need of being broadened. But instead of broadening, often the UP- Delhi conflict has led to the UP government cutting across spaces in the roadside that has further narrowed the roads. Due to excessive cars and lack of parking spaces in the areas, there are fleets of cars and vehicles parked and even abandoned on the roadside too, that leads to further encroachment of motorable space and narrowing of the road. Traffic jams are regular features in these two main roads, especially during office rush hours and the end of school hours, leading into invariable knots of traffic that causes inconvenience to the residents and are also dangerous for pedestrians.

There have been instances of UP government legally interfering and even filing complaints with police and other civic authorities, when Delhi government has passed or published tenders for construction works related to roads. This precludes and slows down construction in the area. This particularly affects road maintenance and potholes and broken roads are a

common feature in the area that results in accidents and injuries to vehicles and pedestrians. Within the Delhi Government land too, the land under DDA comes under the purview of the Lieutenant Governor, who in the recent past, has been in constant friction with the Delhi Government. According to local sources, the LG has also foiled certain attempts by Delhi Government to implement developmental policies like building of roads. Even as the Delhi Government had approved the construction of parks and green spaces in the area, it could not be implemented as the allocated land either belonged to DDA or the UP Agricultural ministry, thereby creating predicaments.

- **Affecting Sewage cleaning and nala:** There are three open sewages in the area. The longest and biggest is Abul Fazal road from Jasola bridge to Okhla Head. The other sewage canals are in Pehlwan Chowk in Zakir Nagar and near Thokar number six in Shaheen Bagh. These sewages and open drains are a source of immense contamination, filth and lack of hygiene. The drains carry extremely filthy water and waste of the locality. Being open and exposed these sewage drainages are a constant source of filth and contamination. They breed mosquitoes, flies and other pests and are also a permanent source of other illnesses in the locality. The Sewages are dirty, malodorous and dangerous accident prone places. While the flood department is responsible for building and covering the Sewage drains, the Delhi Jal Board is responsible for the maintenance of the allied and auxiliary pipelines connected to the drains. The conflict and shifting of the responsibilities result in the sewages neither being covered nor cleaned or maintained. The UP- Delhi conflict also adds to the abdication of responsibility in cleaning or covering the sewage drains regularly.

The presence of the sewage and the negligence to cover or clean them adds immensely in making this area unhealthy, unhygienic and unlivable for the residents. According to Qasim Raza, a social worker from the area, “in places where the Sewages have been covered, the authorities have used huge cement pipes to channelise the dirty water. These cement pipes are big and difficult to maintain. They often develop cracks leading to seepage of dirty water that not only contaminate the locality and ground level but also have affected the foundation of nearby buildings and other structures. The government should use plastic pipes that are easier to clean and maintain and are less prone to seepages and can be cleaned more easily. However, plastic pipes require regular replacement and therefore are costlier and necessitates more budget allocation, which the government is reluctant to do”.



*Photo 5 - Open Drain, Abul
Fazal Enclave.*

The Problem of Waste Disposal (*kudaa*)

One major problem in the region is irregular cleaning and disposal of waste, which results in waste accumulation that is highly unhygienic and results in contamination and health hazard. Because of the influx and overpopulation the total waste produced in this area is much more than other areas of Delhi. According to social workers who are engaged in the field of waste disposal and recycling, this area emits almost 5 times more waste, which has to be carried by ten trucks on average on a daily basis. Other places in Delhi with a similar radius of area produce a total of waste carried by 2-3 trucks per day. The trucks carrying waste take this waste out either to Ghazipur or Okhla landfill, where it takes time to dispose of the waste and as a result the trucks don't return promptly, leading to accumulation of wastes that are not disposed of timely. As a result, although there are not many *kuda-ghar* or temporary places to dump excess waste, the designated local garbage dumps overflow resulting in excessive waste spilling over the road. Such overflowing local dumps are present in Okhla Head, Nayi Basti, Jasola Puliya, Tikona park, Noor Nagar and Shaheen Bagh. The one in Hari Kothi, which was just opposite to the Al Shifa hospital, resulting in a recurrent health hazard for the hospital, has recently been cleared. These locations that we mention have recurrent overflowing garbage dumps that have almost become permanent. They may be cleaned up intermittently, but mostly they revert to the overflowing gathering of garbage. Small spots of overflowing garbage have also mushroomed in many places within the locality and even in the residential areas, pointing at lack of cleaning staff and regular cleaning.



Photo 6 - Open Garbage, Batla House

The waste accumulation and lack of clearing is mainly due to lack of MCD staff. The total number of MCD staff engaged in each of these two

MCD wards under study, ranges between 110- 130. Now while that is the standard number of staff engaged for waste collection, disposal and removal in other MCD wards too, this falls short in the area owing to excessive population and resultant escalated waste production. The non-disposal of waste results in accumulation of garbage that is utterly unhygienic, malodorous, contaminates groundwater and drinking water and leads to multiple health issues. Because of the lack of enough designated temporary garbage dumps, the garbage accumulates in places that are residential, in the vicinity of hospitals and local eateries that increase the chance of contamination and spread of diseases.

Electricity

This area has developed in an unplanned manner owing to demand for residential spaces by the ever increasing population of the region. The region therefore is a mix of authorised and unauthorised buildings and colonies, which is the reality of most of the working class areas in the National Capital. As a result, in many places, government meters are not allocated. The privately obtained meters are not privy to government subsidy. Electricity is also obtained by illegal means like hooking, which are often dangerous. In many of the authorized buildings too, electricity is not allowed for buildings that are more than three floors tall over the ground. This creates problems for builders and residences, who often flout the rules with devious naming of floors to dodge this regulation. Electricity is irregular in this area, particularly during summer when hour long power outages take place. The lack of government meters make it difficult for uninterrupted and accountable flow of electricity. Due to hooking and open wires, there have been instances of electrocution and accidents within the lanes and by-lanes of the area. Particularly during monsoon and waterlogging such accidents become common due to open wires. Also, outburst of transformers are common in this area due to overload during hooking. People are forced to hook electricity in lack of proper provision of electricity, especially in unauthorised colonies.

High Tension Wires

In Shaheen Bagh and Abul Fazal area, a 220KV high-tension transmission line passes right through the middle of dense residential locality, which is extremely perilous and can lead into massive accidents and loss of lives. The cables brush alarmingly close to balconies, windows, and a bustling marketplace. According to Central Electricity Authority (CEA) regulations,





Photo 7 - High Tension Wire, Hari Kothi

high-tension transmission lines should have a 35m right of way on each side. But these High tension wires are located in dangerous proximity to residential places. In between 2022 and 24 there had been instances of people (including children) dying of electrocution from the high tension wires. In general too, it is advised not to stay around High tension cables since that results in radiation that leads to health problems like insomnia and dizziness. The high tension cables were installed when the place was uninhabited and less populated. But now despite the sharp rise in population and density of residences, there is no plan on behalf of the central or state government to remove the High tension wires.

Drinking Water

In the whole of Okhla the supply of drinking water is erratic and insufficient. In most areas of the locality, drinking water still does not come through the water supply line of MCD. In few areas like Zakir Nagar, around Khalliullah Masjid and Okhla Gaon there are old supply lines. The rest of the places access drinking water through boring. The shortage of water is often acute during summer time, when the groundwater dips and



Photo 8 - Drinking water source in Jamia Nagar

the residents across class remain dependent on water supplied by tankers. The residents are forced to stand in queues and buy water from the MCD tankers, but that too is inadequate for the use of the family. A common site in this area is water vendors coming to these areas selling water for daily use. But these local waters that are sold are not quality tested or sold in sealed containers. Their quality is suspect, but most residents who cannot afford to buy mineral water are forced to depend on locally sold water, in the lack of proper drinking water supply from MCD. The Delhi Jal Board has recently started constructing water pipes for Shaheen Bagh and Abul Fazal and the work is yet to be finished. Along with shortage of water, the water that the residents are forced to use are often contaminated and high in iron and TDS content that makes it taste bad and salty. It also severely affects the hair and skin of people of the area.

The water treatment plant has been set up in Okhla, to provide drinking water to the residents. But high ammonium content in Yamuna river water along with other contamination due to industrial waste makes it difficult for the water treatment plant to provide sufficient water for the region.

Flooding & Waterlogging in Monsoon

While there is shortage of drinking water, this area witnesses regular flooding as it is located in the floodplains of Yamuna bank. Every year the Yamuna river and the auxiliary canals of the river overflow. The clogged drainage and wrong direction of alignment of unplanned roads stop the floodwater from flowing out resulting in severe flooding and waterlogging inside residential areas in the lanes and by-lanes. That not just makes communication particularly during monsoon difficult, but also causes spread of waterborne diseases, like typhoid and dengue. Every year there is an epidemic of dengue that also claims lives. Also, during the floods, the groundwater that is used for drinking through boring gets contaminated. Multiple respondents in our research complained of black water coming from taps and pipes during floods and waterlogging, which is unusable and a severe health hazard.



Photo 9 - Waterlogging in Monsoon, Jamia Nagar

Transport

Transport and connectivity in this area was a major issue till 2017. In 2017, after the Magenta line of metro started, the connectivity has increased manifold and has eased the life of the citizens. However, apart from the metro, connectivity is a major issue.

The designated bus routes in this area by DTDC are 274, 400, 402, 403, 463, 507, 534C, 894 and 044. However, upon enquiry we found that the routes that are functional and available are 274, 403, 507, 894 and 463. The routes have either become irregular or completely stopped plying on this route. That has significantly cut down on the options for residents to access buses and they have to travel to Juleina, Ashram or Kalindi Kunj to avail more buses. Buses in the area are often re-routed and stop before entering Jamianagar.

The two main motorable roads cut through the area. Public buses ply on one of these roads, which is on the Yamuna Bank. The T-Points at Okhla head and Tikona park, often gets choked with traffic, due to overload and lack of space in the area. In peak office hours as well as during end of school hours. The roads are narrow and lined with parked and abandoned vehicles and choking traffic affects public life very regularly.

One major problem of transport that the residents face, which multiple respondents of our research alluded to, is refusal by private cab and auto to come into this locality. The ingrained prejudice towards a Muslim area as well as the fear of getting stuck in traffic propels the Uber/ Ola/ Rapido drivers to refuse to book rides to and from this region. The residents often have to keep their pick up/ drop location outside the radius of these wards in New Friends Colony, Kalindi Kunj or Sukhdev Vihar to ensure the cabs do not cancel the rides. The lanes and bylanes inside the localities are absolute no-go zones for auto or cab drivers who are not from the locality.



Photo 10 - Okhla Head Bus stand

As a result, as an alternative transportation within the localities the only option for residents are rickshaws and electric- rickshaws. These work as makeshift short term transport alternatives through the lanes, by lanes and even on the main roads. The numbers of these rickshaws have mushroomed in the locality, as they

Nagar- SBV and Noor Nagar-SKV running in morning and evening shifts respectively for girls and boys there are 36 pacca rooms and 67 semi pucca rooms available. Jasola Village, GGSSS and Jasola Village, GBSSS have 54 semi pucca rooms while no pacca rooms at all.

School Name	Shift	Gender	Level	Established year
Joga Bai-GBSSS	Morning	Girls	Nur. to XII	2000
Joga Bai-SKV	Evening	Boys	VI to XII	1999
Noor Nagar- SBV	Morning	Girls	Nur. to XII	1989
Noor Nagar-SKV	Evening	Boys	Nur. to XII	1947
Jasola Village, GGSSS	Morning	Girls	VI to XII	2008
Jasola Village, GBSSS	Evening	Boys	VI to XII	2012
SBV Middle, Joga Bai Batla House	Morning	Girls	Nur. to VIII	2023
SKV Middle, Joga Bai, Batla House	Evening	Boys	Nur. to VIII	2023
MCD Primary School (Co-ed), Water Sewage Treatment Plant, Okhla, Delhi-110020	General	Co-ed		

Source- <https://www.edudel.nic.in>

School Name	No of Teacher total and present	No Students total and Present	No of Toilets for staff and students
Joga Bai-GBSSS	39, 30	1963, 1393	9
Joga Bai-SKV	65, 48	2673, 1132	9
Noor Nagar- SBV	73, 60	2976 1432	33
Noor Nagar-SKV	57, 35	3033, not available	33
Jasola Village, GGSSS	44, 26	2802, 588	39
Jasola Village, GBSSS	67, 59	not available	39
SBV Middle, Jogabai Batla House	3, 2	496, 353	not available
SKV Middle, Jogabai, Batla House	2, 2	451, 174	not available
MCD Primary School (Co-ed), Water Sewage Treatment Plant, Okhla, Delhi-110020	Not available	Not available	Not Available

Source- <https://www.edudel.nic.in>

The data provided by the Delhi government Education Department website shows the dismal status of these schools. There are only three schools having grades from nursery to xii, three schools having vi to xii grades and two schools having grades from nursery to viii. According to the data, in a newly established (2023) school in Batla House, there are two schools which run in morning and evening shifts for girls and boys respectively. The SKV Middle school for girls have only 2 teachers while the number of students are 451, and SBV Middle school for boys (evening) there are only 3 teachers out of which only 2 teachers were present, while the number of students was 496.¹⁵

15 <https://www.edudel.nic.in>

Joga Bai School, which runs in two shifts for girls and boys, has only 9 functioning toilets for staff and students. In the morning shift which is for girls, there are 2673 students and 65 staff members including teachers, and in the evening shift for boys there are 1963 students and 39 staff members including teachers. For an accumulative number of 4740 including staff and students in the morning and evening shifts, there are only 9 functioning toilets in the school.¹⁶

There is one Sarvodaya middle class school for girls in Batla house, that comes under the Zakir Nagar Ward. Apart from these MCD and government schools, there is no other government school. These schools are catering to a population of 2.53-3 lakhs in these two wards.



Photo 13 - Sarvodaya Bal Kanya Vidyalaya (Middle), Jogabai, Batla House.

On the other hand, there is no government college in the vicinity, except Jamia Millia Islamia. Most of the government colleges in Delhi are affiliated to Delhi University and there are three categories of colleges belonging to Delhi government, Central government and the colleges run by minorities but funded by the Government. There is no such college in the area.

Health Facilities

We have already charted out the various potential health hazards and systemically produced unhygienic conditions in which the residents of this region are forced to thrive. However, the commensurate public health facilities are grossly absent in this area to facilitate health related problems.

To start with, there is not a single government hospital in this area. The nearest government hospitals are AIIMS and Safdarjung which are

¹⁶ <https://www.edudel.nic.in>

12 km away and take almost one and half hours to reach. In December 2007, the Delhi Development Authority (DDA) allotted a 6,318-sq-m area in the Sarita Vihar area of Okhla for a 100-bed government hospital. In January 2010, then Chief Minister Sheila Dikshit laid its foundation stone. In July 2014, the Delhi government sanctioned Rs 87.14 crore for the 100-bed facility with diagnostic facilities, an emergency, an intensive care unit, operation theatres and day care. Over the 14 years since allocation, the 100-bed hospital became a 300-bed plan in 2017, then 350-bed on paper and then a 460 bed facility, as Delhi health minister Satyendar Jain announced. Since then cattles grazed in the land and no progress was made in the allotted land till 2022. Since 2022, some rudimentary construction works have started but it's far from getting done till date.

It's imperative to note that three new hospitals came up in other areas in Delhi in last ten years, at Ambedkar Nagar, which was approved in 2013 with 200 beds and revised to 600 beds; in Burari, which was approved in 2012 with 200 beds and revised to 768; and in Dwarka, the Indira Gandhi Super Speciality hospital, which opened in May 2021 after construction started in 2014—its beds increasing from the planned 700 to 1,725. But the hospital in Sarita Vihar, despite being approved much earlier, did not materialise till date.



Photo 14 - AAM Aadmi Mohalla Clinic, Abul Fazal Enclave.

The residents of this region therefore are dependent on the private hospitals like Max, Fortis, Apollo. Holy Family, Al Shifa and Cribs. There are also mushrooming of smaller clinics and nursing homes. But such establishments are costly and are bereft of accountability and are often exploitative and out of reach of the majority of the population.

In the two wards under study, there are Four Mohalla Clinics, in Batla House, Haji Colony and Shaheen Bagh. One of them is exclusively for

women. The Mohalla Clinics are the lowest building blocks of public health care in the region and they are open only from 8 am to 1 pm on weekdays. The Mohalla Clinics in Okhla always remain crowded. Moreover, they have very limited facilities and are not expected to work or cater to chronic illnesses like dengue and chikungunya.

The overall situation of public health is therefore grossly inadequate and insufficient.



Photo 15 - Pink Mohalla Clinic, Batla House

State Surveillance & Coercive Apparatus

Though, the area is facing acute development deficit and there is hardly any progress, but the area comes under high state surveillance and the presence of state's coercive apparatus all over the area. There are two police stations in the vicinity and multiple police booths and chowkis around. The area is identified as a sensitive zone and coercive agencies are prompt in action when it comes to issues like protests and dharnas in the area.

Batla House incident of extra judicial killings in which 2 young Muslim men were killed by the police is one of defining moments that shaped the psyche of the Muslim community about the state. It is remembered by the community as an manufactured event to vilify and justify oppression of the community.

On 15 December 2019, when a countrywide protest erupted in which students of Jamia Millia Islamia took prominent part, there was a massive and brutal lathicharge by police, targeting Jamia students as well as local residents of Batla House and adjoining areas. Many students and locals got injured. The police slapped the students with multiple criminal cases, including one anti-terror case.



Photo 16 - Police Station Jamia Nagar & Delhi Police Public Library

Many students and local activists are languishing in jail for years for organizing the peaceful dharna in Shaheen Bagh and Jamia against the Citizenship Amendment Act. The use of brutal force, slapping of multiple criminals. Cases and the use of UAPA against residents and activists have resulted into deep distrust and hostility among residents and police in this area.

Locals often complain about the discriminatory attitude of the police. Presence of BSF, RAF and Special Task Force of police are often seen in this area. Special deployment of BSF and RAF take place in December every year in front of Jamia Millia Islamia and Shaheen Bagh main road. These were the two places where anti-CAA protests had erupted and continued for months. Since then, regular deployment of paramilitary forces has taken place in December. They also hold route marches across the neighbourhood and localities intimidating locals.

The role of police is more assertive in intimidating citizens. Every night police cars make rounds in the area to shut down shops forcefully. The hostile behaviour of the police are often apparent with the residents. The police also arrest and detain locals implicating them in petty crimes and extort money from local businessmen. Locals have also been implicated and arrested in more serious crimes like alleged terror links as well. The central government forces have used ED, CBI and other central agencies to arrest and incarcerate elected representatives and other prominent government functionaries and civil society activists of this region.

There are a number of demolition derives that have been carried out by the DDA, MCD and other state agencies in recent years. In February 2023, Delhi Development Authority (DDA) demolished 50 structures in Jamia Nagar, a predominantly Muslim majority neighbourhood, affecting nearly 300 people mostly construction workers, rickshaw pullers, and domestic labourers.¹⁷ According to locals, in the last 2 years more than 100 demolitions have taken place in this locality. This has affected the construction activities in the area as the construction contractors fear demolition leading to loss of money.

Miscellaneous Issues

There is only one Mother Dairy booth inside Jamia Millia Islamia and one more situated near Shaheen Bagh Metro Station outlet. There are no Safal Or Mother Dairy outlets providing milk and vegetables at fixed government rates to citizens in any other areas of Jamia Nagar.

¹⁷ <https://twocircles.net/2023feb19/448389.html>

There are only three Bank outlets of State Bank of India Zakir Nagar, J&K Bank in Batla house and Indian Bank in the premises of Jamia Millia Islamia. For all other Bank outlets one needs to visit New Friends Colony Or Sarita Vihar.

The main post office of the region is in New Friends Colony, while there are some auxiliary small outlets of the Post Office in Zakir Nagar and Jamia Millia Islamia, where many facilities like sending parcels, speed post, money order etc are not available.

Community Support

When the state is absent in providing basic amenities and services to the people, especially health and education, the community networks come in to fill the shoes. This trend is visible across India. The charity and faith based organizations have emerged as a community support in times when community is relegated to the margin by discriminatory state practices. They run schools, hospitals and many other institutions that come under the charitable category. There are a number of schools like Johar public school, Scholar school, Khadijatul Kubra Girls Public School, colleges and madrasas for poor and neighborhood children in this locality. There are community based hospitals and health centres like Al-Shifa, a multi-speciality hospital run by Jamat-E-Islami Hind in Abul Fazal Enclave.

On the other hand there are other religious organizations like Jamaat-E-Islami and Ahl-E-Hadees which run various faith based organisations in this locality. The presence of these organizations along with a number of mosques in the locality is often identified as a marker of Muslim 'Mahaul' that gives a sense of security, comfort and belongingness to the community



Photo 17 - Milli Model School, Dawat Nagar.

as also argued by Nida Kirmani in her study around the Zakir Nagar area.¹⁸ After the Delhi violence in 2020, the demand for rented flats and otherwise has risen significantly in this area. The concerns for safety have emerged as a primary reason of Muslims influx to this area.

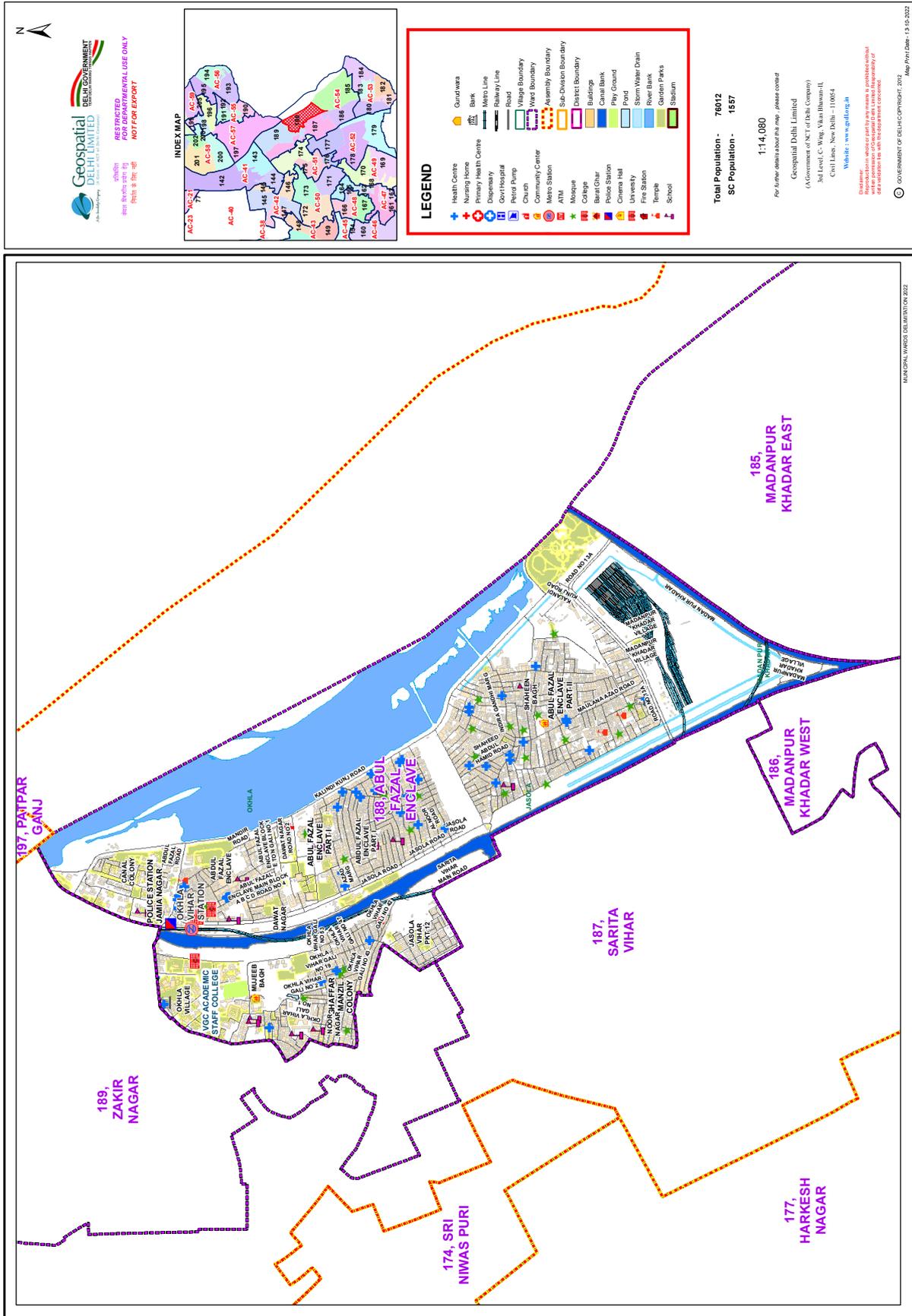
Recommendations

1. The Main roads need compulsive broadening.
2. Regular repairing of potholes and broken roads.
3. Clean Drinking water supply all across the locality needs to be ensured through MCD connections.
4. Gas pipelines for cooking gas need to be reached to households.
5. The proposed government hospital in Sarita Vihar must be finished as soon as possible.
6. More Mohalla Clinics should be started because of the pressure of population
7. More government coaching centers that provide affordable coaching to NEET/ JEE and other competitive exam aspirants should be set up.
8. More number of *safai Karamcharis* should be deployed here, than other wards because of increase in population. Similarly more trucks for waste disposal should be deployed to ensure smoother waste disposal and transition. Temporary buildings to dump the garbage should be built to prevent garbage piling on the road.
9. The High tension wires should be relocated with immediate effect.
10. The number of green spaces, children's parks and joggers' parks should be increased. More trees should be planted inside the localities.
11. More government schools are needed in this locality as the population has increased many folds. On the other hand, in the existing schools there are minimal facilities like toilets, pucca classrooms and paucity of teachers which need to be addressed.

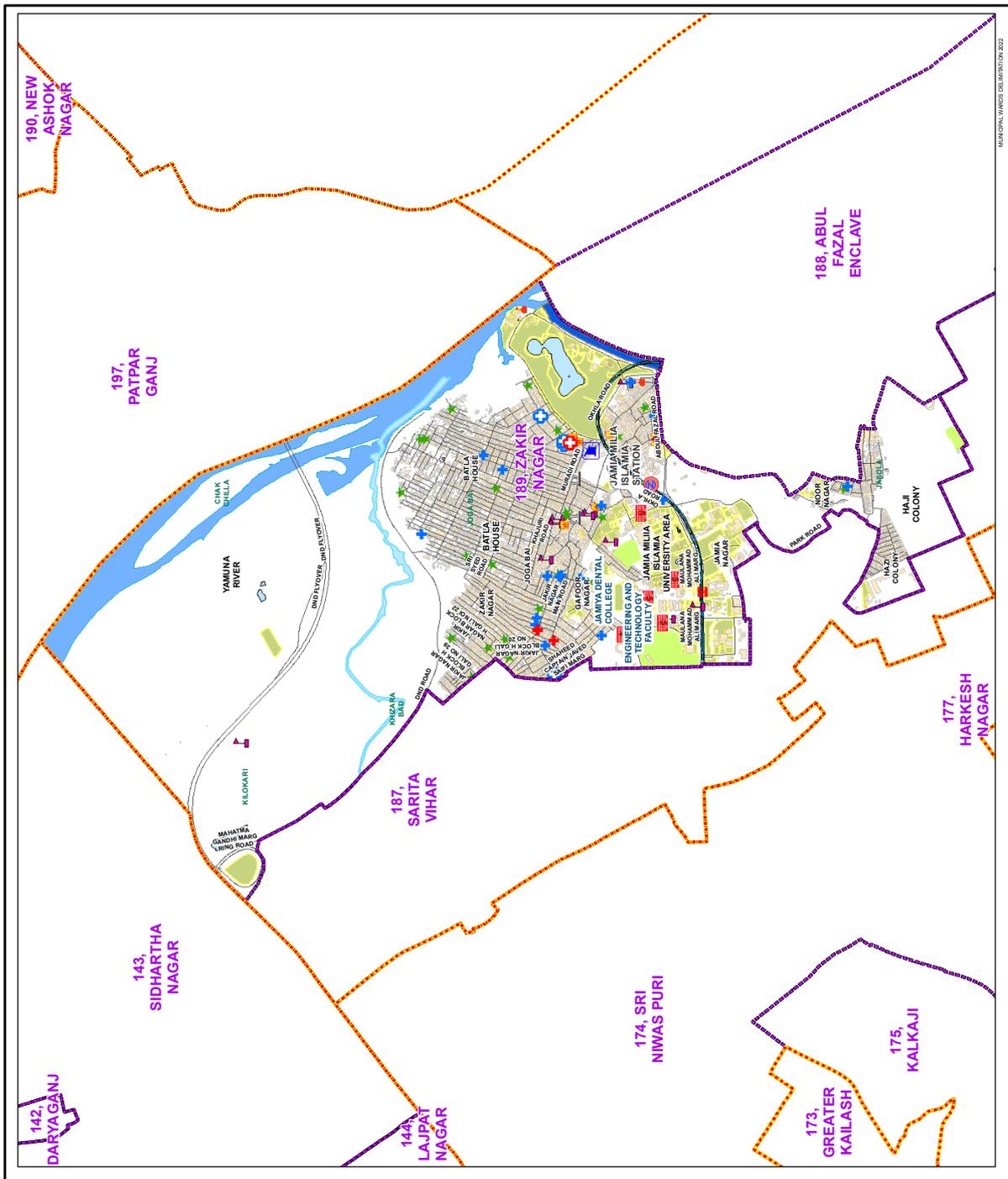
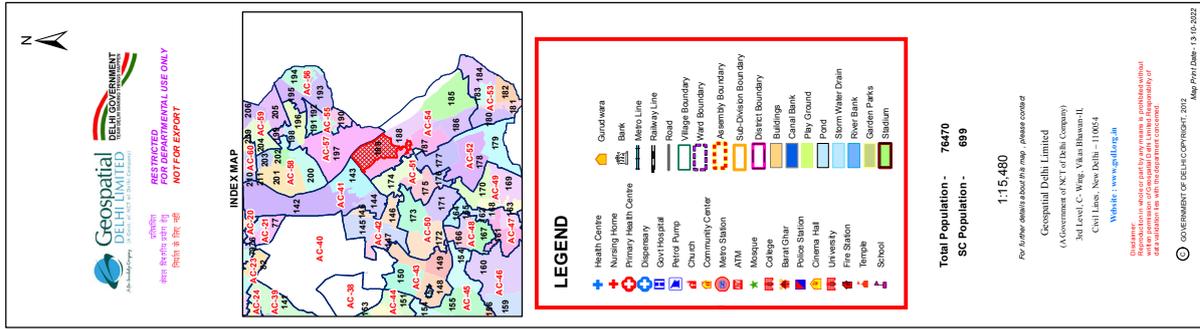
18 Kirmani, N. (2008). *Competing Constructions of "Muslim-ness" in the South Delhi Neighborhood of Zakir Nagar*. *Journal of Muslim Minority Affairs*, 28(3), 355–370. doi:10.1080/13602000802547989



Maps



Source: <https://sec.delhi.gov.in/sec/annexure-4-final-individual-maps-newly-delimited-wards-1-240-maps>



Source: <https://sec.delhi.gov.in/sec/annexure-4-final-individual-maps-newly-delimited-wards-1-240-maps>

Annexure

Schools data from Delhi Government Education Department, (<https://www.edudel.nic.in>)

School Name	Joga Bai-SKV	Joga Bai-GBSSS	SKV Middle, Jogabai, Batla House	
Address	Joga Bai, Jamia Nagar	Joga Bai, Jamia Nagar	Jogabai, Batla House, New Delhi	
Shift	Morning	Evening	Morning	
Gender	Girls	Boys	Girls	
Year Of Estd.	2000	1999	2023	
Nomenclature	Nur. to XII	VI to XII	Nur. to VIII	
Stream detail				
Science	No	No	No	
Commerce	Yes	Yes	No	
Arts	Yes	Yes	No	
Vocational	No	No	No	
Building Details				
Building Incharge	Yes	Yes	Not Available	
Total Land Area(Sqm)	Not Available	Not Available	Not Available	
Built up Area(Sqm)	Not Available	Not Available	Not Available	
Playground Area(Sqm)	800	800	Not Available	
Garden Area(Sqm)	100	100	Not Available	
Pucca Room	0	0	Not Available	
Semi Pucca Room	43	43	Not Available	
Porta Cabin Room	0	0	Not Available	
Play Ground Area	No	No	Not Available	
Toilet and urinal Details				
Boys Toilets Seats	0	6	Not Available	
Girls Toilets Seats	6	0	Not Available	
Staff Toilets Seats	3	3	Not Available	
Total Toilets Seats	9	9	Not Available	
Is there any toilets seats for CWSN	Yes	Yes		

	SBV Middle, Jogabai Batla House	Noor Nagar- SBV	Noor Nagar-SKV	Jasola Village, GGSSS	Jasola Village, GBSSS
	Jogabai Batla House, New Delhi	Noor Nagar, Okhla	Noor Nagar, Jamia Nagar	Jasola Village Shaheen Bagh,	JASOLA VILLAGE, DELHI
	Evening	Evening	Morning	Morning	Evening
	Boys	Boys	Girls	Girls	Boys
	2023	1947	1989	2008	2012
	Nur. to VIII	Nur. to XII	Nur. to XII	VI to XII	VI to XII
	No	Yes	Yes	No	No
	No	Yes	Yes	Yes	Yes
	No	Yes	Yes	Yes	Yes
	No	Yes	Yes	No	No
	Not Available	Yes	Yes	Yes	Yes
	Not Available	11129 Sqm	Not Available	5570 Sqm	5570 Sqm
	Not Available	4047Sqm	Not Available	1595Sqm	1595Sqm
	Not Available	6070	6060	Not Available	Not Available
	Not Available	1012	1010	Not Available	Not Available
	Not Available	36	36	0	0
	Not Available	67	67	54	54
	Not Available	0	0	0	0
	Not Available	Yes	Yes	Yes	Yes
	Not Available	65	65	0	0
	Not Available	0	0	16	16
	Not Available	5	5	7	7
	Not Available	70	70	39	39
		Yes	Yes	Yes	Yes

Annexure

School Name	Joga Bai-SKV	Joga Bai-GBSSS	SKV Middle, Jogabai, Batla House	
Is the hand washing facility available near the toilet/urinals	Yes	Yes		
Boys Urinal Seats	0	6		
Girls Urinals Seats	6	0		
Staff Urinal Seats	3	3		
Total Urinals Seats	9	9		
Water Facility				
Main Source of drinking water facility	Tap Water	Tap Water		
Whether drinking water facility functional	Yes	Yes	Not Available	
Water cooler and Water Filter	Yes	Yes	Not Available	
Electricity Connection	Yes	Yes	Not Available	
Lab Facility				
Integrated Science Laboratory For Secondary Sections	Yes	Yes	Not Available	
Physics	No	No	Not Available	
Chemistry	No	No	Not Available	
Biology	No	No	Not Available	
Computer	No	No	Not Available	
Mathematics	No	No	Not Available	
Language	No	No	Not Available	
Geography	No	No	Not Available	
Psychology	No	No	Not Available	
Home Science	Yes(Fully Equipped)	No	Not Available	
Does the school have Internet Facility	Yes	Yes	Not Available	
Total Teachers	65	39	2	
Total Students	2673	1963	451	

	SBV Middle, Jogabai Batla House	Noor Nagar- SBV	Noor Nagar-SKV	Jasola Village, GGSSS	Jasola Village, GBSSS
		Yes	Yes	Yes	Yes
		28	28	0	0
		0	0	16	16
		5	5	7	7
		33	33	39	39
		Tap Water	Tap Water	Bore Well	Bore Well
	Not Available	Yes	Yes	Yes	Yes
	Not Available	Yes	Yes	Yes	Yes
	Not Available	Yes	Yes	Yes	Yes
	Not Available	Yes	Yes	Yes	Yes
	Not Available	Yes(Fully Equipped)	Yes(Fully Equipped)	No	No
	Not Available	Yes(Fully Equipped)	Yes(Fully Equipped)	No	No
	Not Available	Yes(Fully Equipped)	Yes(Fully Equipped)	No	No
	Not Available	Yes(Fully Equipped)	Yes(Fully Equipped)	Yes(Partial Equipped)	Yes(Partial Equipped)
	Not Available	Yes(Fully Equipped)	Yes(Fully Equipped)	Yes	Yes
	Not Available	No	No	No	No
	Not Available	Yes(Fully Equipped)	Yes(Fully Equipped)	No	No
	Not Available	No	No	No	No
	Not Available	No	No	Yes(Partial Equipped)	Yes(Partial Equipped)
	Not Available	No	No	Yes	Yes
	3	73	57	44	67
	496	2976	3032	2801	2480

Report Prepared by:



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