# TABLE OF CONTENTS

ACKNOWLEDGEMENTS ............................................................................................................. 5

GLOSSARY OF BENGALI TERMS ....................................................................................... 15

1 INTRODUCTION ............................................................................................................... 21

PART I – SITUATING THE RESEARCH

2 RESEARCH CONTEXT ................................................................................................. 31
  2.1 Dhaka: the urban context ......................................................................................... 31
  2.2 Dhaka Water Supply and Sewerage Authority: the statutory institution .... 39
  2.3 Summary .................................................................................................................. 42

3 INFORMALITY AND THE POLITICS OF REGULATION .................................. 45
  3.1 The informality discourse ....................................................................................... 45
  3.2 The concept of the state and its territoriality ....................................................... 51
    3.2.1 The regulatory mechanism of the state .................................................... 52
    3.2.2 Evidence of state facilitated informal practices ..................................... 55
  3.3 Politics and practices for claim making at the periphery .................................... 58
    3.3.1 Deep democracy: the politics for recognition ......................................... 59
    3.3.2 Occupancy urbanism: the politics of negotiation and contestation .......... 68
    3.3.3 Quiet encroachment: a survival strategy of the ordinary ..................... 70
    3.3.4 Semi-autonomous social field: the process of transformative decision making ......................................................... 73
  3.4 Politics in the regulation of water supply ............................................................. 78
    3.4.1 Politics of water at the city scale ............................................................. 78
    3.4.2 Politics of water at the national scale ..................................................... 82
  3.5 Conclusion ............................................................................................................... 83

4 RESEARCH FRAMEWORK ......................................................................................... 85
  4.1 Research objectives ............................................................................................... 85
  4.2 Research questions ............................................................................................... 86
5 METHODOLOGICAL FRAMEWORK .......................................................... 91
  5.1 Research tradition, positionality and stance ........................................ 91
  5.2 Framework for the empirical investigation .......................................... 93
    5.2.1 Grounded theory as an empirical framework .......................... 93
    5.2.2 Critical aspects of grounded theory ......................................... 95
  5.3 Brief of the empirical study .............................................................. 98
    5.3.1 Overview of the research settlements ...................................... 98
    5.3.2 Overview of the empirical study ............................................. 98
    5.3.3 Preparation for field investigation ......................................... 101
    5.3.4 Relationship building and access to information .................... 103
  5.4 The empirical research methods ....................................................... 107
    5.4.1 Mapping the settlements and water supply ............................. 107
    5.4.2 Theoretical sampling and selection of respondents .................. 107
    5.4.3 Dependency and resource mapping ....................................... 110
    5.4.4 Adda, conversations and interviews ...................................... 112
    5.4.5 Participation and observation .............................................. 115
    5.4.6 Visualisation of water: quality testing, quantity measurement,
        photographs and videos ..................................................... 117
  5.5 Data processing, analysis and reporting ............................................ 120
  5.6 Reflection ....................................................................................... 122

PART II – EMPIRICAL KNOWLEDGE

6 KORAIL BOSTI: UNDERSTANDING THE SETTLEMENT ................ 127
  6.1 Sketching Korail Bost at the city scale ........................................... 127
  6.2 Everyday life .................................................................................... 130
  6.3 Spatial structure ............................................................................... 136
  6.4 Economic situation and property transactions .................................. 142
  6.5 Social structure ............................................................................... 146
  6.6 Local associations and their members ............................................ 150
  6.7 Threat of eviction .......................................................................... 151
  6.8 Summary ......................................................................................... 152

7 LOCAL PRACTICE OF NEGOTIATION AND CONTESTATION IN
  WATER SUPPLY IN KORAIL BOSTI .................................................. 155
  7.1 A historical reading of water supply ............................................... 155
  7.2 Present water supply situation ....................................................... 157
    7.2.1 Water vendors: spatial distribution, typology ....................... 157
    7.2.2 Water supply in room-clusters .......................................... 161
    7.2.3 Water supply at vending locations .................................... 164
    7.2.4 Water quality of the available supply ................................ 168
  7.3. Operation and management of water supply .................................. 170
    7.3.1 Financial resources .............................................................. 170
11 CONTESTATION AND NEGOTIATION IN DWASA WATER SUPPLY IN UTTOR BADDA ................................................................. 255
11.1 An overview of the water supply situation ........................................... 255
11.2 Contestation and negotiation of water supply ........................................ 256
11.3 Negotiating construction works of DWASA ....................................... 268
11.4 Negotiating monitoring and disciplinary actions ................................. 272
11.5 Organising logic of the DWASA water supply ................................... 274

PART III – RECONNECTING EMPIRICAL KNOWLEDGE AND THEORETICAL DISCUSSION

12 REVISITING URBAN INFORMALITY: CLAIM MAKING AND INFORMAL REGULATION OF PUBLIC RESOURCES ..................... 281
12.1 Informal negotiation of public resources in Dhaka .............................. 281
12.2 Revisiting urban informality ................................................................. 289

13 CONCLUSION ........................................................................................ 295

REFERENCES ............................................................................................. 301

APPENDIX AND PHOTO GALLERY ....................................................... 313
Appendix A. ................................................................................................ 315
Appendix B. ................................................................................................ 321

PHOTO GALLERY ..................................................................................... 322

LIST OF FIGURES

Figure 2.1 Historical growth of Dhaka city ..................................................... 32
Figure 2.2: Growth of Dhaka city between 1970 and 2000 ........................... 33
Figure 2.3: Map of the locations of *bosti* in the Dhaka Metropolitan Area ......................................................... 38
Figure 5.1: Selection of cases for investigations ........................................... 100
Figure 5.2: Schematic view of Venn diagram ............................................. 111
Figure 5.3: Overview of the empirical framework ....................................... 119
Figure 6.1: Korail Bosti with its surrounding settlements ......................... 128
Figure 6.2: Stages of development of Korail Bosti ..................................... 137
LIST OF PHOTOS

Unless otherwise stated, all the photographs have been taken by me or by my field assistants, whom I instructed to do so. See photo gallery for additional photos.

Photo 5.1: Venn diagram exercise with a water vendor at night........................................111
Photo 6.1: Korail Bosti surrounded by Banani Lake and high income group settlements....129
Photo 6.2: Paddle boat service – a popular transport to the other side of Banani Lake .....130
Photo 6.3: Room-clusters on both sides of a road.................................................................140
Photo 6.4: Small grocery shops beside a road in Korail Bosti ..............................................143
Photo 6.5: Vegetable shop beside an access road .................................................................144
Photo 6.6: Contractual agreement on official stamp of the Government of Bangladesh ...145
Photo 6.7: Regular gathering of inhabitants in front of a tea stall.........................................147
Photo 6.8: Application to the committee for a salish (left) and a salish decision (right)....149
Photo 6.9: Committee’s application to the local police station .........................................149
Photo 7.1: Water use and common reservoir at a room cluster.............................................162
Photo 7.2: Lake water for different non-drinking domestic use .....................................163
Photo 7.3: Water collection and bathing facilities at a water tank in Korail Bosti ..........166
Photo 8.1: Water tank with bathing facilities in Korail Bosti.............................................188
Photo 8.2: Waste collection with a rickshaw-van in Korail Bosti.........................................193
Photo 9.1: Water supply system with a sanitary complex in Korail Bosti .........................204
Photo 9.2: DSK meeting with CBO and MC members in Korail Bosti ..........................217
Photo 10.1: Spatial structure in the central part of Uttor Badda .........................................248
Photo 10.2: Outward extension of Uttor Badda with row houses and poultry farms......249
Photo 10.3: Regular water logging and overflow of sewage line on a major road .........250
Photo 11.1: Waste sorting activity beside a roadside location near Uttor Badda..............277
LIST OF TEXT BOXES

Text Box 7.1: ‘Community police’ to prevent police harassment and arrest......................... 176
Text Box 9.1: DSK’s project experience in other bosti of Dhaka....................................... 213
Text Box 9.2: Involvement of Ward Commissioners in NGO project activities .................. 230
Text box 11.1: Waste collection service in Uttor Badda..................................................... 276

LIST OF TABLES

Table 5.1: Overview of the empirical investigations ................................................................... 118

LIST OF ACRONYMS

AC      Advisory Committee
ADB     Asian Development Bank
AL      Awami League (a major political party in Bangladesh)
BD      Bangladesh
BNP     Bangladesh Nationalist Party (a major political party in Bangladesh)
BOSC    Bosti Bashi Odhikar Surokha Committee (Bosti inhabitants’ Rights Protection Committee)
BRAC    Bangladesh Rural Advancement Committee (a very large NGO)
CBA     Collective Bargaining Agent
CBO     Community Based Organisation
CP      Connection Permission
CUS     Centre for Urban Studies
DCC     Dhaka City Corporation
DESCO   Dhaka Electricity Supply Company
DFID    Department for International Development, UK
DIT     Dhaka Improvement Trust
DMDP    Dhaka Metropolitan Development Planning
DSK     Dushtha Shasthya Kendra (a local NGO)
DSMA    Dhaka Statistical Metropolitan Area
DWASA   Dhaka Water Supply and Sewerage Authority
ED      Executive Director
Ex-En   Executive Engineer
FC      Fecal Coliform
GD      General Diary at police office
LGED    Local Government Engineering Department
LGRD&C  Ministry of Local Government, Rural Development and Cooperative
LTM     Limited tendering method
MC      Management Committee
MD      Managing Director
MOU     Memorandum of Understanding
MP      Member of Parliament
NDBUS   Nagar Daridra Bostibashir Unnayan Sangstha (development organisation of urban poor bosti inhabitants)
<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>NGO</td>
<td>Non-government organisation</td>
</tr>
<tr>
<td>OTM</td>
<td>Open Tendering Method</td>
</tr>
<tr>
<td>PRSP</td>
<td>Poverty Reduction Strategy Paper</td>
</tr>
<tr>
<td>RAJUK</td>
<td>Rajdhani Unnayan Kortripakhha (planning and development control authority of Dhaka)</td>
</tr>
<tr>
<td>RCC</td>
<td>Reinforced Concrete Construction</td>
</tr>
<tr>
<td>SASF</td>
<td>Semi Autonomous Social Field</td>
</tr>
<tr>
<td>SE</td>
<td>Superintendent Engineer</td>
</tr>
<tr>
<td>SSPWS</td>
<td>Small Scale Piped Water Supply</td>
</tr>
<tr>
<td>TC</td>
<td>Total Coliform</td>
</tr>
<tr>
<td>T&amp;T</td>
<td>Telephone and Telecommunication</td>
</tr>
<tr>
<td>UN</td>
<td>United Nations</td>
</tr>
<tr>
<td>UNDP</td>
<td>United Nations Development Programme</td>
</tr>
<tr>
<td>UNICEF</td>
<td>United Nations International Children’s Emergency Fund</td>
</tr>
<tr>
<td>UP</td>
<td>Union <em>Parishad</em> (UP, the lowest tier of the urban local government structure)</td>
</tr>
<tr>
<td>UPPR</td>
<td>Urban Partnerships for Poverty Reduction</td>
</tr>
</tbody>
</table>