

ESTABLISHMENT OF SERVICE CENTRES IN DELHI

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AUGUST, 1984
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1. BACK GROUND:

Delhi is a Super Metropolitan City. By 1990, it is likely to attain a population of about 90 lakh. Area-wise its dimensions are 25 KM from north to south and the same from east to west. If adjoining areas namely Sahibabad, Ghaziabad, NOIDA, Faridabad, Ballabh Garh, Gurgaon etc. are added to it then distance in four directions increases from 35 to 50 km. Delhi has maximum number of fast moving vehicles. In March, 1984, total number of fast moving vehicles was 7.5 lakh with a break up of 1.5 lakh cars, jeeps, station wagons; 5.1 lakh motor cycles, scooters & mopades, 28,000 auto rickshaws; 8,000 taxis; 12,000 buses and 47,000 goods carriers. Auto –repair centers is a big problem in different parts of Delhi. There is no adequate facility of repair of vehicles except 300 filling-cum-service stations and some of the big work shops like M/S Prem Nath Motors etc. To fulfill the need for the repair of different types of vehicles, a policy of construction of service centers with facilities of auto repairs in low and middle income-groups has been provided.

In Delhi, there are more than 40,000 industries. Out of this 80% are small industries employing 15-20 persons in each unit. Out of 40,000 about 7,000 industrial units are in the Walled City. A substantial number needs shifting to avoid environmental pollution. For these small non- nuisance industries, there is a need of providing cheap type of industrial and commercial spaces, so that these can be used by the people of lowest and lower middle income-groups.

As per surveys conducted in 1981, there were 1, 39,000 commercial units, mostly small in size, in informal sector against a few thousand commercial spaces constructed in a planned way in the last 2 decades. In one of the surveys conducted by NDMC and MCD, it was found that there were 5, 2500 unauthorized shops and encroachers on pavements in Delhi.

In the last two decades, 2 sub-central business district, 15 district centers, 15 sub-districts, 120 community centers, 400 local shopping centers and 3500 convenient shopping centers were to be developed by the DDA but position regarding these is as under :-

S. NO.	COMMERCIAL AREAS	DEVELOPMENT POSITION		
		COMPLETED	WORK IN PROGRESS STAGE	UNDER PLG. STAGE
1.	Distt. Centers	2	4	3
2.	Community Centers	11	17	34
3.	Local Shopping centers	45	27	69
4.	Convenient Shopping Centers	153	68	59
5.	Other Comm. Area	32	22	11
	a. KIOSKS	140	59	-
	b. SUBZI MANDIS	2	3	-
	c. TRANSPORT CENTRES	4	-	1

2. Position of informal sector including number of vehicles in 1981:-

In the first master plan for Delhi (1962-81), no provision was made for auto workshops/service centers for the repair /servicing of automobiles except of petrol filling-cum-service stations. A statement showing the number of different type of vehicles as Dec. 1983 is given under:-

Year	Car/Jeep/Stn. Wagon	M.C./Scooter Mopad	Auto Rickshaw	Taxis	Buses	Goods- Trucks/ Tempo	Total
1977	95065	238785	16400	5009	5955	26968	389182
1979	106503	288663	18275	5671	7073	31854	458039
1981	119495	345109	20379	6385	8044	36599	536011
1983	136609	444390	24208	7959	11140	43508	668022

Informal sector study of 1981 reveals the following features:-

- i) 1, 39,000 informal sector units in trade and services excluding weekly markets working in different parts of the city. This is more six times as estimated in 1962.
- ii) The informal sector units are located at strategic locations for examples:
 - near major work centre's.
 - within major commercial areas.

- outside boundaries of schools, colleges and hospitals.
 - transport terminals i.e. railway stations, bus-terminus.
 - near large housing clusters.
- iii) As a single item, eatables constitute the highest number followed by personal services. Transport services such as rickshaw puller and tonga puller etc., also constitute a high percentage.
 - iv) Walled City and trans-Yamuna area particularly show a very high percentage of these activities.
 - v) There are 95 weekly markets operating in the city with about 6,000 shopping spaces, under operation daily.
 - vi) Divisions-wise comparison reveals that there is highest concentration of informal sector activity in Planning Division 'A' which, besides serving the Division population, serves the outer parts of the city as well.

3. Concept of Service Centre:-

It will have the following facilities:-

- i) Day to day necessities;
- ii) Auto repair shops;
- iii) Auto Chakki, cotton carding, laundry;
- iv) Building repairers, sanitary fitters, electronic wire man, mason, beldar
- v) Gas god own and kerosene go down;
- vi) Enquiry office about the colony with public telephone booth.
- vii) Some shops of eatables;
- viii) Area for weekly market;
- ix) Parking facilities for different types of vehicles;
- x) Shops for small repairers, manufacturers.

4. Surveys conducted in July, 1984:-

Due to urgency of the problem and one of the functions of Task Force Constituted by the Lt. Governor, Delhi, surveys were conducted. According to latest survey conducted in July, 1984, it is observed that there are between 2000 to 2500 auto works (small and medium) in Delhi urban area. However, the present analysis is based on 50% of the workshops compiled so far.

These workshops deal in scooter, auto rickshaw, car/taxi/station wagon etc. (three wheeler/four wheeler/four wheeler). Trucks and bus/motor workshops have not been included in the survey. These workshops would, however, be dealt with separately.

Broadly the survey of auto workshops covers the following aspects viz:-

- Location of workshops.
- Area under occupation.
- Type of workshop and
- Nature of trade.

Head wise analysis of the data collected through operations is given as under:-

1. **LOCATION:** We have taken into account only those autos workshops which are running in clusters/in groups of 5-10 and more, and which come under road R/W. Auto workshops which are well established and running in conformity with residential and commercial areas since long, have not been included in the present study.

From the data collected, it is evident that more than 95% of the workshops are located near Junction/ Intersections of major roads, near office complexes etc.

In view of the locations mentioned as above, it is apparent that the most suitable location for auto workshops/service centres is along major transport routes from where maximum traffic passes.

2. **AREA (IN SQ. MTRS.)**

- (a) **COVERED AREA**

AREA IN (SQ.MTRS.)	NOS	PERCENTAGE
Up to 10 sq. mts.	270	21.98%
11-20	203	16.53%
21-50	169	13.78%
51-100	264	21.59%
101-150	132	10.75%
151-200	041	03.33%
Above 201	049	03.99%
No Covered Area	100	08.15%
TOTAL	1228	100.00%

The table above shows that 270 or 21.98% occupy an area of 10 sq. mts. and below, 203 or 16.53% between 11-20 sq. mts., 169 or 13.78% between 21-50 sq. mts., 264 or 21.59% between 51-100 sq. mts., 222 or 18.06% occupy an area more than 100 sq.mts. Under this category 100 units unauthorized running on foot-paths of roads.

(b) OPEN AREA:-

AREA IN (SQ. MTS.)	NOS	PERCENTAGE
Up to 10	164	13.36%
11-20	101	8.23%
21-50	113	9.22%
51-100	166	13.51%
101-150	052	4.25%
151-200	018	1.46%
Above 201	038	3.09%
No open area	576	46.91%
TOTAL	1228	199.00%

As regards open area under possession 164 or 13.30% units possess an area of 10 sq. mts. and below, 101 or 8.23% between 11-20, 113 or 9.20% between 21-50, 166 or 13.51% between 51-100 sq. mts. 576 units are such which do not own any open area. Such workshops are using footpaths and pavements of major roads.

It is clear from the table above that in all 676 auto workshops (Petty and medium) are exclusively using road R/W or pavements of main roads. This account for 56.0% of the total.

3. TYPE OF WORKSHOPS

TYPE OF WORKSHOP	NOS.	PERCENTAGE
CAR (Four wheeled drive)	320	26.06%
THREE WHEELER	148	12.06%
TWO WHEELER	553	45.03%
COMBINED	207	16.35%
TOTAL	1228	100.00%

Out of the total 1228 workshops counted so far 320 or 26.06% are dealing in Car/Taxi (Four wheelers), which is next to 553 or 45.03%, two wheel drive scooters/motor cycles. Those dealing in all type of workshops Car/Scooters

three wheeler) account only 207 or 16.85%. Three wheeler scooters workshops are the minimum i.e. 158 or 12.06%.

The table reveals that much emphasis is to be laid on two wheeled and four wheeled drive i.e. car and scooter/motor cycle workshops/ Service Centre.

4. NATURE OF TRADE:

NATURE OF TRADE	NOS.	PERCENTAGE
Servicing/Cleaning/ Washing/Polishing/Greasing	060	4.89%
Denting and Painting	096	7.82%
Repairing : (i) Mechanical	299	24.35%
(ii) Auto Electric Work	495	40.17%
(iii) Seat Repairing	013	01.06%
(iv) Tyre Repairing	021	01.34%
(v) Welding	007	0.58%
(vi) Others	237	19.29%
TOTAL	1228	110.00%

The table deals with nature of trade of individual auto workshops. As is clear from the table above of the 1228 workshops surveyed so far, 60 or 4.89% workshops are dealing in servicing trade i.e. washing, cleaning, oiling and greasing of different types of vehicles, 96 or 7.32% units deal in denting painting and welding works. As regards repairs this alone account for 794 or 64.52% of the total. Miscellaneous trades like seat repairing, tyre retreading/repairing, doors repairing, meter repairing and others account for 278 or 22.77% of the total.

It means in the proposed service centers there should be adequate provision for both repairing and allied trades mentioned as above. As regards servicing of vehicles, this only relates to two wheelers and three wheelers auto rickshaws. And for car etc. servicing is in the service stations as there is no provision of workshops sites for this nature.

FINDINGS OF THE SURVEY:-

- There are nearly 2000 to 2500 automobile workshops operating in different parts of the city.
- The total number of vehicles serviced/ repaired in these petty and medium type of workshops is estimated to be 6, 65,903. This is inclusive of goods carriers, which is not a part of our study. The study covers only two wheeler, three wheeler, (Auto Rickshaw), car, taxi, jeep, station wagon etc.

- As regards two wheeler or three wheeler auto workshops, about 100 to 125 vehicles are serviced/repaired per month approximately in each auto workshop.
- As regards four wheeled drive the number of vehicle per month comes to 60 vehicles or says roughly two vehicles per day, keeping in view miscellaneous repair works along with servicing etc.
- The site observation reveals that in most of the markets, workshops junction in a group are 5 to 10 and at some places more than 10.
- In some areas, specialized markets for individual vehicles have come up for increasing demand for the concern workshop, such as in Jheel kuranj, trans Yamuna area. There are more than 400 auto rickshaw workshops running at one place. This is on account of increasing demand of a particular trade. Similarly in Kotla Mubarakpur west of Bhishmapitamaha road a full-fledged motor repairing workshop market dealing in two, three, four wheeler has sprung up.
- It has also been observed at site that most of the workshops are located on spots/places where maximum traffic generate such as near Interstate Bus terminus, Mori gate terminal, Okhla terminal, Uttam Nagar terminal, near fruit and vegetable market, in Lajpat Nagar, near Zamroodpur village, Jungpura Bhopal, near industrial and work centre's and main commercial complexes. In addition to this, posh areas and office complex have substantial number of auto mobile workshops in the surroundings. In the proposals formulated service centre will be provided at these places.
- Approximately 50% workshops are unauthorisedly running on road right of -30% of the petty workshops' owners pay open/covered teh bazari in lieu of the area under possession to MCD. Teh bazari rate ranges 30 to 45 rupees for a covered area of 6' x 4' and 3' x 5' (Car) or 3' x 4' for two and three wheelers. Once Service Centre comes into operation then system of Tehbazari will come to an end.
- This survey has been taken as base while designing Service Centre, along with data collected about informal sector. Details about informal sector have been given in the comprehensive paper on "Commercial use of Delhi."

Please see the list of existing automobile work-shop sites at Appendix-'A' in the end.

5. Location and type of trades to be permitted in service centres:

a) Locations:-

It is proposed to locate these centres on the following principles:-

- Catchment area of a service centre should be adequate so that sufficient numbers of customers are available.
- The centre should be approachable by a road not less than 18 mtr. in width.
- Size of a service centre should not be less than .5 H.A. (1.25 acre) in a large colony to accommodate about 100 units and .25 H.A. (.6 acre) with a provision of 50 units in smaller colonies.
- A display board will be fitted in the front wall of the service centre, giving the name of the centre and its location.
- Service centre will have separate entry and exit. It is proposed that this should be fenced either by a railing or a low compound wall of 1 mtr. height.
- Each service centre will have facilities of toilets, drinking water and garbage dhalao. Besides this, there will be proper system for sewerage disposal.
- In each service centre, there will be at least one public telephone booth along with one small enquiry office about the colony.
- These service centers should have facilities of Taxi Stand, Scooter Stand and Cycle Stand.

b) Type of trades to be permitted:-

- Bread, Bakeries and Confectionary;
- Cold Refriges;
- Atta Chakki;
- Toy making;
- Tailoring and garment making;
- Art wares;
- Textile and printing;

- Jewellery, gold ornament and silverwares;
- Wood Carving;
- Electro Plating;
- Bamboo and cane products;
- Sports goods;
- Stationary Items; & Book binding;
- Radio Assembling and parts;
- Laundry & Dry Cleaners;
- Automobile repair;
- Shops of spare parts of auto;
- Cotton Carding;
- Mason, plumbers, electric repairers;
- Repairing of gas stove;
- Shoe repairs;
- Shops of eatables;
- Hardware and building material;
- Any other item which is suitable in the environment.

LIST OF WORKSHOP SITES IN DELHI

S.NO.	PLG.DIV.	WORKSHOP SITE
1.	A	Ansari Road Darya Ganj.
2.	B	Abdul Rehman Road.
3.	"	Back side of Azamal Khan Park.
4.	"	Near Liberty Cinema.
5.	"	Joshi Road.
6.	"	Rohtak Road.
7.	"	Military Road.
8.	"	Ravidas Road.
9.	C	On Faiz Road.
10.	"	On Rani Jhansi Road in front of Janta Mkt.
11.	"	Entrance of Ram Tirath Nagar.
12.	"	In front of Mukerji Market on Rohtak Road.
13.	"	Near Model Basti.
14.	"	Old Rohtak Road near flyover.
15.	"	Bagh Kare Khan.
16.	"	Near Sadora Kalan Chowki No.2
17.	"	Along Road to Vivekananda Puri.
18.	"	Subhadra Colony.
19.	"	Kabir Basti, Singh Sabha Road Opposite Roshnara Road.
20.	"	Naraina.
21.	C	Khaber Pass.
22.	"	Kingsway Camp on ring road.
23.	"	Banda Bahadur Road Near Batra Cinema.
24.	"	Dhaka Dhirpur Road.
25.	"	Adarsh Nagar (G.T. Road).
26.	"	Jahangir Puri.
27.	"	Hudson Line (Main Road).
28.	D	Opposite Kalandi Colony Ashram Chowk.
29.	"	Behind Petrol Pump Ashram.
30.	"	Lajpat Nagar (Near Central Market).
31.	"	Bhogal near Samman Bazar.
32.	"	Back side of Nizamdin (West).
33.	"	Kotla Mubarkpur in the back NDSC.
34.	"	In NDMC mkt. opposite Hayat Regency Hotel R.K. Puram.
35.	E	Jheel Khuranja.
36.	"	Gita Colony Chowk.
37.	"	Kanti Nagar.
38.	"	Opposite Sawarn Cinema near the water tank.
39.	"	Vishwas Nagar Extension.
40.	"	On either side of Vikas Marg.
41.	"	Patpar Ganj Crossing.
42.	"	Near Khureji on Parvana Road.
43.	"	G.T.Road Shahdara opposite fire and police stations.
44.	"	Seelampur main market.
45.	"	Slum Market shahdara opposite Jaina Blg.

46.	"	Loni Road.
47.	"	Mandoli Road.
48.	"	Nand Nagari.
49.	"	Central Road.
50.	"	Kirawal Nagar Road.
51.	"	Gokul Pur Crossing (Wazirabad by-pass).
52.	"	Near ITI Vivek Vihar.
53.	F	Zamrood Pur.
54.	"	Near Govindpuri DTC Bus Stop.
55.	"	Hauz Rani (Main road to Saket).
56.	"	Kalkaji
57.	"	Garhi Zaria Maria on Sapna Road.
58.	"	Munirka.
59.	F	Amar Colony Lajpat Nagar (near Guru Nanak Taxi Stand).
60.	"	Arjun Nagar.
61.	G	Zakhira Chowk
62.	"	Moti Nagar
63.	"	Ramesh Nagar
64.	"	Tilak Nagar
65.	"	Mayapuri Near DDA Cement Godowns.
66.	"	Bhagwan Dass Nagar.
67.	"	Nangal Raya.
68.	"	Gurgaon Road Delhi Border.
69.	"	Basai Dara Pur.
70.	H	Near Shastri Nagar Petrol Pump.
71.	"	Inderlok to Tri Nagar.
72.	"	Near Rampura on Rohtak Road.
73.	"	Wazirpur Village.
74.	"	Badali.