Street vending in times of COVID-19

GUIDELINES FOR STREET VENDORS
ACKNOWLEDGEMENTS

This manual has been co-produced by WIEGO Focal City Delhi and Social Design Collaborative. It builds on the Covid-19 Safety Guidelines for Informal Traders by WIEGO and research on post-pandemic public spaces by Social Design Collaborative.

The Manual also takes forward the learnings from two pilot projects in Delhi to help implement social distancing strategies in weekly markets, conducted as part of the ‘Main Bhi Dilli’ Campaign in August and September 2020. The pilot projects were a collaborative initiative by WIEGO, Social Design Collaborative, City Sabha, SEWA Delhi for the Mahila Market on Tagore Road and Jan Pahal for the Dilshad Garden weekly market. The ‘Know Your Rights’ chapter in this manual has been informed by inputs from Indo-Global Social Service Society (IGSSS).

We are grateful for the contribution of all those who were present in the field for the duration of the pilot projects – Anchal Sayal, Dharmendra Kumar, H.S. Rawat, Lata behn, Nishtha Kashyap, Rashee Mehra, Riddhi Batra, Saleha Sapra, Subhadra Pandey and Swati Janu. Without the cooperation and support of the street vendors, our learning on the ground would have remained incomplete, and we remain especially thankful for their support.
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1. WHO IS THIS MANUAL FOR?

COVID-19 has brought unprecedented adverse effects on the lives and livelihoods of informal workers across the world. Natural and weekly markets have had to shut down due to lockdown restrictions in many cities.

This manual has been designed to help street vendors practice social distancing and take necessary precautions for their own as well their customers’ safety during the pandemic. It is intended for use by individual vendors as well as market associations and organizations working to promote vendors’ rights, to aid further in the dissemination of this information to the vendors.

Are you one of these vendors? Then, this manual is for you!
Pictures from across India showing how states are implementing social distancing strategies in markets.

**MANIPUR**

**ODISHA**

**KERALA**

**WEST BENGAL**

**TELANGANA**

**MAHARASHTRA**

**ANDHRA PRADESH**

Pictures of piloting process in Delhi as part of Main Bhi Dilli Campaign

- Do-it-yourself (D-I-Y) sanitization station installed
- Testing the sanitization station
- Spray painting signs
- Demarcating spaces for customers
- Prototyping social distancing strategies through role play
2. HOW DOES COVID-19 SPREAD?

1. Through contact with people
   This virus spreads mainly via respiratory droplets. When someone coughs, sneezes or speaks, they spray small droplets from their nose or mouth.

2. In crowded spaces
   The virus spreads easily in spaces with lots of people and less air movement. Contracting the virus is less likely in spaces outside, where the virus particles can disperse quickly in fresh air.

3. By touching contaminated surfaces
   The virus can also spread by touching contaminated surfaces and then touching your eyes, mouth or nose.

3. SAFETY GUIDELINES TO FOLLOW

1. Wear a cloth mask that covers your mouth and nose
   Wash your mask regularly. Keep a few masks so that you have a clean one every day. Insist that customers wear masks too.

2. Avoid touching your face especially eyes, mouth and nose
   When you cough or sneeze, cover your face with the inside of your elbow.

3. Avoid touching people
   Do not greet people by touching them. Keep 6 feet away and, where this is not possible, at least keep an arm's length.

SYMPTOMS

- Cough
- Fever
- Fatigue
- Shortness of breath

In case of an emergency call 1075 (Toll Free) | 011-23978046
1. Wash your hands with soap and water often
   - Always wash your hands for at least 20 seconds as soon as you get home or after coughing or sneezing. Clean all parts of your hands and fists, washing between fingers and fingertips and halfway up your forearms.

2. Give priority to high risk customers
   - Give preference to high risk customers, such as pensioners, people with disabilities and pregnant women, in queues.

3. Ask customers to not touch products

4. The virus sticks to surfaces and can survive on banknotes, coins, clothes and other things.

5. Clean all frequently touched surfaces
   - Use sanitizer and disinfectant to clean frequently touched surfaces such as your cell phone, door handles and railings. Spray customers’ hands with sanitizer.

6. Avoid handling cash
   - Encourage customers to deposit cash in an envelope, box or a jar. Consider keeping money separate from the day before. Use digital payment methods wherever possible.

7. Avoid re-using carry bags and touching customers’ bags
   - If customers use their own bags, avoid touching them. If you provide carry bags, avoid re-used ones.

8. High risk individuals
   - Elderly people (Age: 60+)
   - High blood pressure patients
   - Diabetic patients
   - Asthma + lung disease patients
   - Cancer + HIV/AIDS patients
   - Pregnant women
4. STRATEGIES TO ARRANGE MARKETS

Markets around the world are using different layouts to ensure social distancing. Here are a few examples –

1. Zig-Zag layout

2. Open grid layout

3. Closed grid layout

You can follow these simple steps to ensure social distancing:

A distance of 6 feet should be maintained between the vending carts and minimum 3 feet between the customers.

Whenever possible, try to maintain a distance of six feet.
5. SIMPLE TIPS FOR SOCIAL DISTANCING

Strategies to ensure safety of vendors and customers

1. Space demarcation using chalk/paint/rope
2. Spray painted signage for public awareness
3. Flyers/posters/placards for public awareness
4. Announcements for public awareness
5. Hand wash/sanitization station
6. Guided flow of customers

Use these simple strategies and you will be ready to fight the virus successfully!

6. LOW COST MATERIALS TO USE

1. Paint can be used to demarcate circles where customers stand
2. Social distancing signs can also be spray painted on walls to create awareness - you can make one such sign using the stencil at the end!
3. Paper & cardboard can be used to make flyers, posters, placards and announcements can also be made for public awareness
4. Foot operated D-I-Y sanitization and handwash stations can be made using PVC pipes cut to size
5. Ropes can be used to create barriers between customers and vendors, and also to guide customers’ flow
Strategies to create a barrier or distance between vendors and customers

1. Create a barrier with rope or bamboo

2. Create a screen in the middle using a plastic sheet

3. Create distance using milk or egg crates

7. D-I-Y Sanitization Station

**Materials & Tools**

<table>
<thead>
<tr>
<th>Description</th>
<th>Size</th>
<th>Quantity</th>
<th>Price</th>
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<tr>
<td>PVC pipes-10’ long</td>
<td>4” DIA</td>
<td>1</td>
<td>450 ₹</td>
</tr>
<tr>
<td>PVC connectors</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3/4” ELBOW</td>
<td></td>
<td>x 8</td>
<td>500 ₹</td>
</tr>
<tr>
<td>1” ELBOW</td>
<td></td>
<td>x 4</td>
<td></td>
</tr>
<tr>
<td>End cap</td>
<td>4” DIA</td>
<td>1</td>
<td>100 ₹</td>
</tr>
<tr>
<td>PVC glue</td>
<td></td>
<td>x 1</td>
<td>80 ₹</td>
</tr>
<tr>
<td>Electric Drill</td>
<td></td>
<td></td>
<td>ON RENT</td>
</tr>
<tr>
<td>Hacksaw</td>
<td></td>
<td></td>
<td>ON RENT</td>
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</tbody>
</table>

TOTAL < 1200 ₹

Cut the pipes into the following pieces.
Do you know about the rights guaranteed to street vendors in India under the Street Vendors Act 2014? All government officials must respect the street vendors’ rights to ‘just’ administrative action, even under lockdown. Read more to find out!

**8. KNOW YOUR RIGHTS**

**What does the Act say?**

1. Street vendors play a positive role in cities and their livelihoods need to be protected.
2. All existing vendors shall be issued certificates of vending and allocated vending zones up to 2.5% population of the town/city.
3. There is a need for participatory governance through Town Vending Committees (TVC) which requires 40% representation of street vendors.
4. No street vendor can be evicted or relocated until a survey has been completed and vendors have been issued the certificate of vending.

**Street Vendors Act 2014**

The Act aims to protect the rights of urban street vendors and regulate street vending.

**A TVC is a governance body set up under the Act to survey street vendors and regulate vending at the city, district or ward level.**

**What are Town Vending Committees or TVCs?**

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A TVC is a governance body set up under the Act to survey street vendors and regulate vending at the city, district or ward level.
Know Your Rights in Case of an Eviction

A zone or a part of it may be declared a no-vending zone for a public purpose and vendors may be relocated in that area by the local authority on the recommendations of the TVC. Section 18 (1)

Grounds for eviction: The local authority can evict a street vendor whose certificate of vending has been cancelled under section 10 or who does not have a certificate of vending.

30 day notice: No street vendor shall be relocated or evicted by the local authority from the place specified in the certificate of vending unless given thirty days’ notice. Section 18 (3)

Physical evictions: A street vendor can be physically relocated or evicted by the local authority only after the vendor has failed to vacate the place specified in the notice after the expiration of the 30-day period. Section 18 (4)

Seizing of vendors goods: The goods of a street vendor can be seized by the local authority only if they fail to vacate the place mentioned in the 30-day notice. The authority must provide a detailed list of the goods taken from the vendor, duly signed by the authority. Section 19 (1)

Reclaiming of goods: If the vendor makes an appeal to the authority to reclaim their goods after vacating the place mentioned in the notice, then the goods must be returned on the same day if they are perishable and within 2 days if they are non-perishable. Section 19 (2)

If an official makes a decision that affects you

Remember to take photos and videos of unlawful evictions without notice, confiscating goods, physical evictions, police harassment, etc.

Always ask for a written eviction notice

Ask for the government order, policy or law under which the eviction is taking place.

If there is no functional Town Vending Committee, the eviction of street vendors cannot occur without first conducting a survey of the vendors and providing vending certificates to all who were surveyed.
How can you access financial support?

To support vendors through the pandemic, the central Government has launched the PM-SVANidhi scheme to provide a **working capital loan** of Rs 10,000 to each street vendor.

To avail yourself of the scheme, approach your nearest street vendor NGO or association or directly log onto the PM-SVANidhi website at: [https://pmsvanidhi.mohua.gov.in/login](https://pmsvanidhi.mohua.gov.in/login)

Reach out to your vendor organization for support in accessing this financial support.

How can you protect yourself?

- **Always keep a copy of your documents with you**
  Vending certificate, survey form, personal ID card, etc.

- **Stay updated**
  on government permissions regarding vending.

- **Follow health guidelines**
  recommended by the government authorities to stay healthy and safe.

- **Be more active**
  Join and seek help from local vendor organizations and NGOs.

9. MAKE YOUR OWN STENCIL

Tear out this page to make your own stencil and spray paint this sign.

Simply follow the steps given on the next page!
Follow these easy steps to make your stencil!

1. Tear out the stencil page

2. Cut out the white parts

3. Place on a surface and spray-paint!

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