

# **ORGANISING THE INFORMAL ECONOMY WORKERS: A STUDY OF RICKSHAW PULLERS IN DHAKA CITY**

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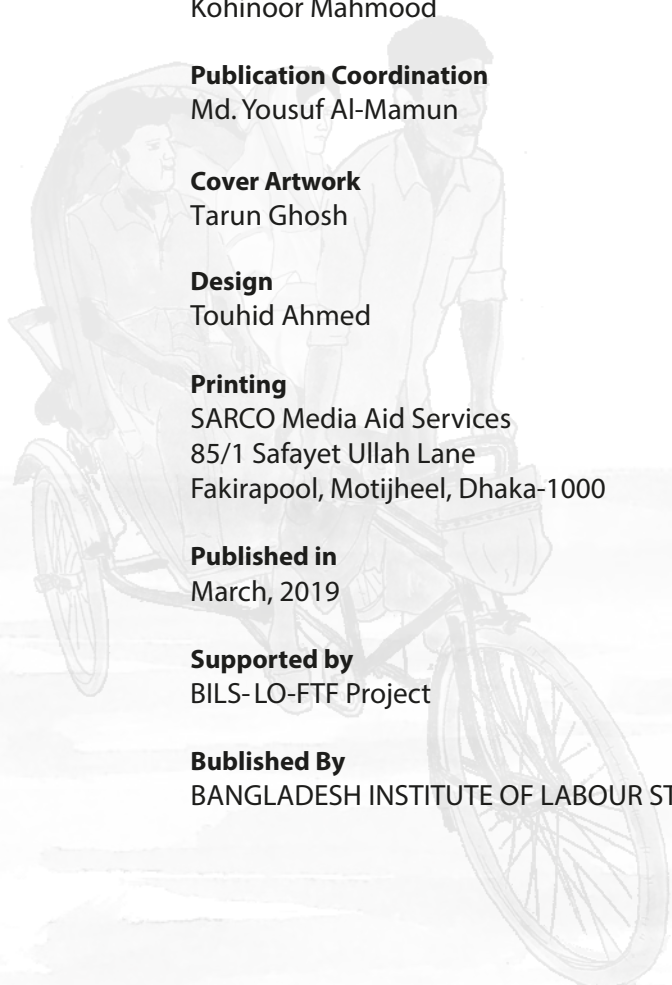
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## Acronyms

BILS	Bangladesh Institute of Labour Studies
BDT	Bangladesh Taka
DCC	Dhaka City Corporation
DNCC	Dhaka North City Corporation
DSCC	Dhaka South City Corporation
DMP	Dhaka Metropolitan Police
TU	Trade Union
LEA	Law Enforcing Agencies
LGRD	Local Government & Rural Development
MoL	Ministry of Labour
MoH	Ministry of Home

# Executive Summary and Recommendations

## Introduction and background

Rickshaw is the most popular and widely used transport throughout Bangladesh. In Dhaka city, 60 percent of the residents use rickshaw for commuting. Dhaka City Corporation (DCC) the only rickshaw licensing authority issued 79,554 rickshaw licenses until stopped in 1986. But, nowadays, in Dhaka city, the actual number of rickshaws is estimated to be 1.1 million. Thus, the sector employs large number of unskilled labours as it is characterized by small investment, easy entry, cash income, no special skill needed, available everywhere and simple rules of engagement. It is estimated that nearly 1.5 million rickshaw pullers of Dhaka city and their family members are dependent on rickshaw pulling. Rickshaw, as transport, has some remarkable advantages such as employs large number of unskilled rural migrant labours, less fare, suitable for move on all roads, free from fatal accident, pollution free and environment friendly, and so on. However, it is often blamed for traffic jam in Dhaka city. It is only because of this, instead of development of the rickshaw sector, the overall policy is to phase out rickshaw from Dhaka city. Rickshaw pulling is an arduous work. Yet there is least respect for human rights and dignity for them. They are neglected and harassed by the law enforcing agencies, passengers and workers of motorized vehicles and, in some cases, rickshaw owners. Usually, they live a substandard life in Dhaka city, away from their family for months together. So, their rights as labour is a major issue. More importantly, these huge number of rickshaw pullers are being deprived of basic facilities denying of their basic rights as labour. Bangladesh Institute of Labour Studies BILS, in partnering with the LO-FTF Council of Denmark, comes forward with an initiative to improve the well-being of the rickshaw pullers of Dhaka city. As part of this initiative, the present study was conducted as a baseline survey to know the overall condition of the rickshaw pullers of Dhaka city with a purpose to use the findings as the basis for making a realistic plan to improve the rights situation and ensure the security of the rickshaw pullers of Dhaka city.

## Methodology of the study

The study adopted a cross-sectional design and mainly quantitative in nature. Data were collected through survey of 200 rickshaw pullers from four Police Stations (Badda, Hazaribag, Jatrabari and Shajahanpur) of DCC. Qualitative data were collected from 20 garage owners and City Corporation Executives and Traffic Police. Quantitative data were processed and analysed using SPSS software and qualitative data were analysed and placed under appropriate sections of the report.



## Key Findings

### **Socio-economic profile of the rickshaw pullers**

Residential status: All rickshaw pullers of Dhaka city are unskilled and migrated from rural area. Majority of them live in Dhaka without family and visiting rural home regularly. So, limiting rickshaw in Dhaka city would risk their livelihood and make these already vulnerable section of people more vulnerable.

Socio-economic characteristics: The average age of the rickshaw pullers is 37 years conducive for an arduous job like rickshaw. However, five percent of the rickshaw pullers found aged beyond 60 years indicating their helpless condition and deserves attention for ensuring their security. Almost all rickshaw pullers are married. Thus, they have family members dependent on them. As 60% of them educated, it would be a facilitating condition for modernizing the sector. Monthly average family income of the rickshaw pullers is BDT13382/- of which 68% comes from rickshaw pulling. Rickshaw pulling is the only occupation of nearly 90% of the rickshaw pullers indicating their sole dependency on the sector. Rickshaw pullers are having extremely poor asset base. About one-third has no land and on average they own only 13.05 decimals of land.

Living arrangement in Dhaka city: The usual residence of the rickshaw pullers in Dhaka is either rented house (52%) or rickshaw garage (47%), both are of appalling condition. The dreadful living condition of the Dhaka city rickshaw pullers has been revealed through the fact that average number living in a room is 21 and space available per person is only 28 sq. ft. Almost all (97.4%) of them reported that ventilation of their house is not enough at all.

Food arrangements: Less than half of the rickshaw pullers' source of food is family while others are mess and hotel. It is important that 82% of the rickshaw pullers addicted in smoking. They spent, on average, BDT46.2 per day for smoking.

### **Work conditions**

Rickshaw pulling as occupation: On average Dhaka city rickshaw pullers are engaged in rickshaw pulling for 12.6 years and more than 80 percent started rickshaw pulling in Dhaka city. Before started rickshaw pulling, majority (57.1%) was engaged in day labourer followed by petty business 13.8%, agriculture 12.1%. The major reasons behind turned as rickshaw puller are 'did not get any job' and 'don't need capital & skill'.

Time in the year pull rickshaw and frequency of rural home visit: Dhaka city rickshaw pullers regularly visit their rural home in every five months. However, usually, they pull rickshaw throughout the year. While in Dhaka, 62% pull rickshaw seven days and 28% six days in a week. They pull rickshaw for one shift daily, on average nine hours.

Rest and activity during leisure: Rickshaw pullers, during work, rest in every 107 minutes, i.e., in average nine hours of rickshaw pulling in a day, they rest for about five times. They have no fixed place for rest. Usually it is roadside tea stall or under tree.

Dhaka city rickshaw pullers have 15 hours daily for sleep, rest and other activities. Almost all of them either rest or sleep during leisure. Thus, there is a scope of engaging the rickshaw pullers in training and organizational activities.

Food and drink during rickshaw pulling: Rickshaw pullers need frequent food and drink during rickshaw pulling as it an arduous job. Usual place of food during rickshaw pulling is totally unsafe as more than ninety percent take their food and drink from temporary roadside hotels.

### **Conditions of rickshaw pulling**

Ownership of rickshaw: Almost all (96%) Dhaka city rickshaw pullers do not own rickshaw. Being a migratory, owning and maintaining a rickshaw in Dhaka city is not possible either. They hire rickshaw on rent, average BDT113/- per day. They do not require any written contract or security deposit. Almost all (96%) owners bear the maintenance cost and keep the rickshaw fit. In case of accident, however, majority of the rickshaw pullers require to bear all repair cost.

The rickshaw garage: Rickshaw pullers rent rickshaw from garage owners. A garage owner has number of rickshaws, may range from twenty to hundreds. Garage owners adopted this business for employment and living as it requires minimum investment, produces reasonable profit, less complexity and relatively easy operation, independent business, etc.

Twenty percent of the rickshaw pullers reported they do not receive any facility from garage. However, majority reported receive facilities of rest and living despite the quality is not good.

According to the garage owners, they face varieties of problems in running garage like rickshaw pullers absconded after taking loan or in case of rickshaw stolen/snatched, rickshaw pullers cause accident as they have no training, members of different organisations cause problem and claims extortion, sometimes face scarcity of rickshaw pullers, rickshaw stolen/snatched, rickshaw license is not available and harassment by law enforcing agencies.

Garage owners also reported some personal problems of the rickshaw pullers they know like too much loan at home, family disorganization, involved with gambling, visit sex workers, face accommodation problem in Dhaka, etc.

Income from rickshaw pulling and rickshaw: Dhaka city rickshaw pullers, on average, earn gross minimum income of BDT364.8 and maximum income of BDT695.8 per day. The net average daily income of the Dhaka city rickshaw pullers

is BDT371.7 with minimum of BDT100/- and maximum of BDT800/-. Rickshaw owners reported that after bearing all related expenses their net income per rickshaw per day ranges from BDT 30/- to 80/-; that is an average about 55/-.

### **Legality of rickshaw & rickshaw pullers**

Rickshaw license: There are more than one million unlicensed rickshaws operating in the streets of Dhaka city. Strategies adopted by the garage owners in this regard are: have few genuine licenses on rent and have tickets (compelled to) in exchange of regular subscription from different organisations having connection with power structure but no legality. Rickshaw pullers know these tickets as rickshaw license. Nearly half of the garage owners never visited DCC for any purpose. The rest half visited DCC mainly for the purpose of license but received nothing.

Rickshaw pullers' training and driving license: There is no provision of providing driving license to the rickshaw pullers. However, this needed as knowledge about traffic rules is essential for plying rickshaw on the city streets like Dhaka. Rickshaw pullers should be provided with driving license upon successful test on basic skills of rickshaw pulling and knowledge about traffic rules and other relevant subjects.

### **Occupational safety and hazards**

Fitness of rickshaw: Rickshaw pulling itself is an arduous occupation. In addition, there are issues of safety and hazards in it. First, keeping the rickshaw fit is the most important for safety of rickshaw pullers as well as for passengers. Dhaka city rickshaw pullers (92%) mentioned that their owners take necessary measures to keep the rickshaw fit which is a good part.

Confinement of rickshaw pullers: Rickshaw pullers frequently face confinement. Nearly half of them experienced confinement 5.8 times on average during rickshaw pulling in Dhaka. Major causes of confinement were 'signal violation' and 'driving on VIP roads'. Rickshaw pullers kept confined, on average, about 51 minutes and released through bribing or without any penalty. They have also experienced tire puncture and/or take away passenger seats by the LEAs.

Traffic accident faced: Despite not fatal, rickshaw pullers faced frequent accidents. On average, rickshaw pullers faced accident with another rickshaw or bus for average 6.1 times during the whole period of rickshaw pulling in Dhaka. During accident rickshaw pullers usually do not receive any compensation and receive help from passerby, owners and other rickshaw pullers.

Rickshaw stolen or snatched: One-fourth of the Dhaka city rickshaw pullers lost their rickshaw one or more times due to stolen or snatched. In case of rickshaw stolen or snatched, rickshaw pullers are usually requiring compensation; 35% reported full and 53% partial.

Incidence of illness and treatment of the rickshaw pullers: Incidence of disease found endemic among the Dhaka city rickshaw pullers; 94 percent reported suffered from one or more diseases caused by rickshaw pulling. Fever is the most common disease followed by cough and cold, pain, weakness, jaundice, dysentery/diarrhea, etc. Almost all (96.2%) rickshaw pullers receive treatment from quack doctor or take medicine from pharmacy indicating their extreme vulnerability.

### **Behaviour of the related people with rickshaw pullers**

Passenger: All rickshaw pullers reported that they faced misconduct of passengers. These are: physical assault, belittle, scold, paid unjust or quarrel over fare. It is evident that 63.7 percent rickshaw pullers faced physical assault.

Police: More than ninety (91%) percent of the rickshaw pullers mentioned that they faced different kinds of misconduct from police like scold, belittle, physical assault, pinch tires, take away rickshaw seat, compel sitting holding ear, etc.

Rickshaw owners: Unlike passenger and police, majority of the rickshaw pullers (60%) reported faced no misconduct from rickshaw owners while 40 percent reported faced misconduct of owners like belittle, scold, torture in case of delay returning rickshaw, etc. It appears that there is an amiable relation between the owner and rickshaw pullers with exception in some cases.

### **State of rights and organisational involvement of the rickshaw pullers**

Awareness about the labour rights of the rickshaw pullers: None of the Dhaka city rickshaw pullers know any of their rights as labour. However, garage owners mentioned different rights of the rickshaw pullers, such as, appropriate and cheap accommodation, training, driving license, ID card, dress, dignity, treatment facility, polite behavior, rational fare, loan, organize, etc.

Organisational involvement of rickshaw pullers: There are organisations without any legal authority exploiting the absence of DCC's control over rickshaw sector. More than half of the rickshaw pullers know the name of such organization but almost none of them never had any contact with them. None of these organisations play any role for the welfare or protect the rights of the rickshaw pullers. Again, none of the rickshaw pullers found member of any organization. However, 62% of them feel that they should have organization for the purpose of help in need, savings and receiving loan, safety of the rickshaw pullers and so on. However, they mention the temporary living status of the rickshaw pullers as major obstacle to form organization. Some other obstacles are rickshaw pullers not interested, opportunistic organisers, owners do not want, etc.

## Recommendations

It is evident from the findings of the present study that Dhaka city rickshaw pullers are deprived of all rights and facilities as labour and subject to many discriminations and hazards at work. They live in almost inhuman conditions and, at work, they have no occupational safety and they face many hazards. Most importantly, they are totally unaware about their rights as labour and not organized or members of any organization. No initiatives have been found for protecting the rights and welfare of the rickshaw pullers. Moreover, there is no policy to modernize and improve the sector. Rather, despite having number of important positive aspects, the sector faces negative treatment identified as major cause of traffic jam only. However, as rickshaw sector employs more than a million unskilled labour in Dhaka city and a huge population survives on this sector, the sector should not be left unattended. Based on the findings of the present study the following recommendations are put forward to improve the state of the rights of the rickshaw pullers. The recommendations are grouped into two, i.e., for BILS and for the respective authorities.

### Recommendations for BILS

It has revealed from the study that for realization of basic rights and ensure the welfare of the Dhaka city rickshaw pullers, organize them is a must. BILS, as an organization of major trade unions of the country, can play a vital role in organizing the rickshaw pullers. Furthermore, BILS can conduct advocacy with the respective authorities to adopt appropriate policies and actions to modernize the rickshaw sector and improve the conditions of rickshaw pullers. The following specific steps are recommended for BILS.

Organise the rickshaw pullers: There are 13 national trade unions (Tus) associated with BILS. These TUs have their rickshaw wings too. However, as evident, participation of rickshaw pullers in these TUs is extremely poor. Rickshaw pullers identified their migratory status as major obstacle to become a member of any organization. BILS, with the help of representatives of the TUs, should prepare a realistic strategy to organise the migratory rickshaw pullers in these TUs through workshops.

Train the TU workers: Rickshaw pullers have identified the organisations operating (mostly with no legal authority) in the rickshaw sector as not sincere to their problems. This has developed a negative attitude about TUs among the rickshaw pullers. BILS should undertake a training programme for the TU workers responsible for organizing and work with rickshaw pulling for their well-being.

Mobilize for realizing rights: BILS should prepare action plan to mobilize the rickshaw pullers and organizers in a disciplined way to realize their rights and welfare of the rickshaw pullers.



Train and counsel the rickshaw pullers: Rickshaw pullers are totally unaware about their rights. Yet none of them has any training from anywhere about the traffic rules and other legal issues. This causes problems in the traffic system of the city as well as safety of the rickshaw pullers. Moreover, rickshaw pullers face many occupational hazards and personal and familial problems. BILS should arrange well-designed training and counselling programme for the rickshaw pullers including the following components.

- Traffic rules
- Rights as labour
- Responsibilities of the rickshaw pullers
- Savings and expense
- Refrain from smoking & drug addiction
- Family life

Advocacy with authorities: Many authorities related to the rickshaw sector. These are DCCs (north & south), Local government representatives (Counselors), Ministry of labour, Ministry of home affairs, Ministry of health, Law enforcing agencies, Ministry of planning, etc. It is evident that improvement of rickshaw sector and realization of their labour rights and welfare depends on these authorities. So far, these authorities have found not responsive enough about the issues related to the rickshaw sector and rickshaw pullers. BILS, along with the TUs, requires advocating these authorities to adopt policies and actions to modernize the rickshaw sector as well as improve conditions of the rickshaw pullers and include in their citizen's charter.

Advocacy and help the garage owners: Rickshaw garages are the usual place of stay in Dhaka city for the migratory rickshaw pullers. They spent majority of their time in garage. Thus, any programme targeted to these migratory labourers should be garage-based on practical considerations. Furthermore, facilities in the garages fell short of even minimum standard. Garage owners do not have any formal arrangements with the rickshaw pullers. Despite that, it is evident that garages can play a vital role in organizing the rickshaw pullers and ensure their well-being. Garage owners were also found very positive in this regard. BILS should work with the garage owners so that they provide better facilities for the rickshaw pullers and introduce formal arrangements. It is to be noted here that, rickshaw garage owners are also facing various problems in operating their business and the income they incur through this business is not that much high. So, BILS may require extending both technical and financial help to the garage owners in this regard.

Campaign for courteous behavior with the rickshaw pullers: Rickshaw pullers face impolite behavior from passengers, LEA members, motor drivers and others. As human being and engaged in arduous job, rickshaw pullers deserve sympathetic behavior from all concerned. This is their right too. BILS should launch campaign with all concern (passenger, LEAs, garage owners, community people, etc.) using

different channels including mass media to encourage behaving politely with the rickshaw pullers.

Campaign for eradicating misconception about rickshaw sector: As evident, rickshaw sector is facing negative treatment from authorities as well as other stakeholders. However, there are important positive aspects of this sector. BILS should campaign focusing the positive aspects of the rickshaw sector.

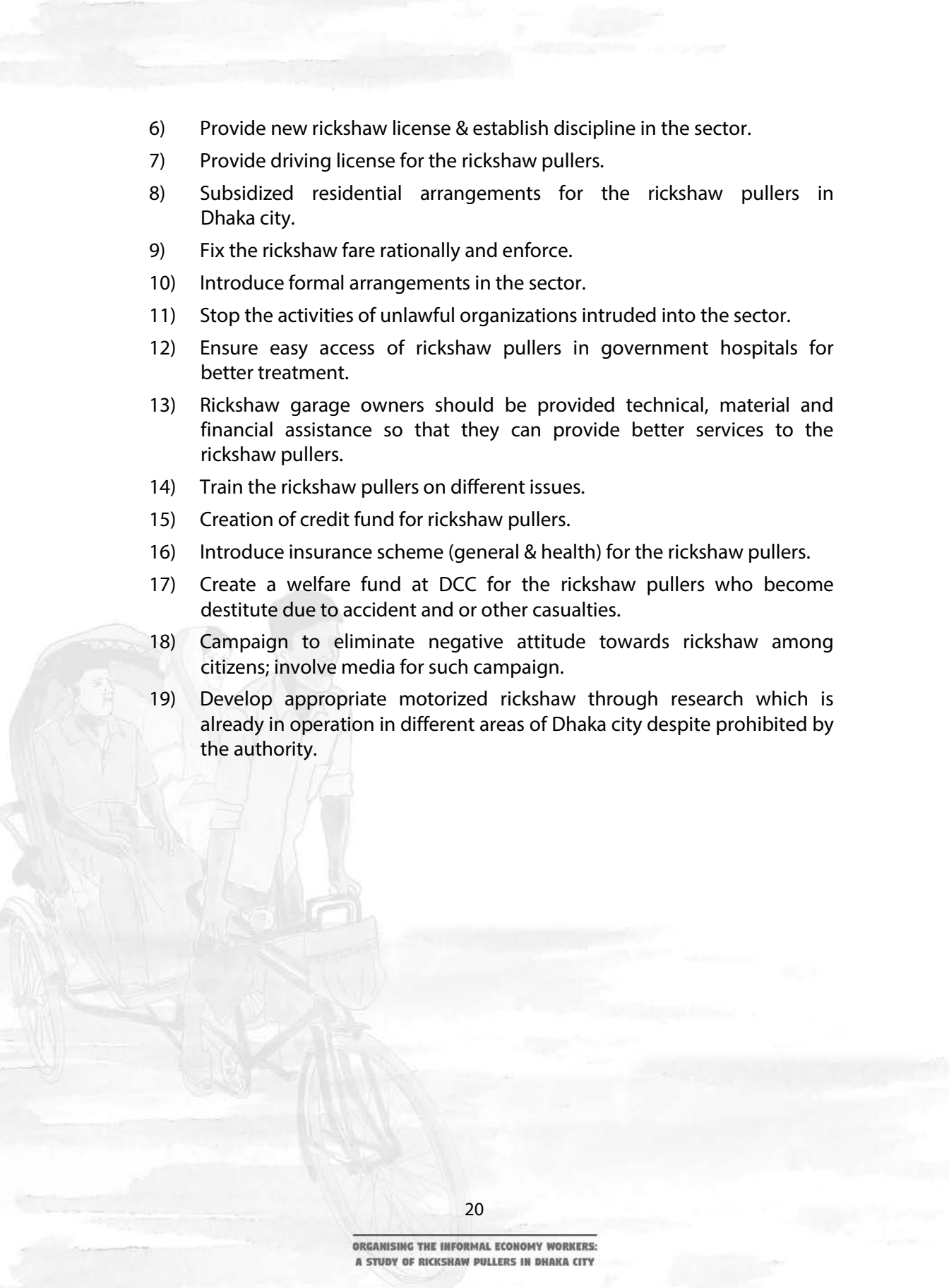
Prepare a comprehensive policy: BILS should take initiatives to formulate a comprehensive policy to modernize and improve the rickshaw sector and ensure the rights and wellbeing of the rickshaw pullers involving all concerned stakeholders like rickshaw pullers, garage owners, TUs, government and local government bodies, etc. BILS should work as a coordinating body.

Extend BILS programme in other cities of the country: The present study was confined to Dhaka city only. However, numbers of rickshaw pullers in other cities of the country such as, Chattogram, Khulna, Rajshahi, Rangpur, Barisal and others are much more than Dhaka city. It can be assumed that rickshaw sector and rickshaw pullers throughout the country face, same issues related to labour rights and well-being like Dhaka. So, it is recommended that BILS extend the present program to all rickshaw pullers of Dhaka city as well as throughout the country, especially in large cities. BILS should take initiative to prepare a database for the rickshaw pullers throughout the country.

### **Recommendations for different authorities**

The major role of BILS is to organize rickshaw pullers and advocacy with concerned authorities. However, it is imperative that relevant authorities (DCCs, Ministry of LGRD & Cooperatives, Ministry of labour, Ministry of home, Ministry of health, Law enforcing agencies, etc.). It is evident that improvement of rickshaw sector and realization of labour rights and welfare depends on these authorities are supposed to act for the purpose. So, the following recommendations are made to the relevant authorities.

- 1) Prepare a policy by each authority including the aspects covered by the specific agency.
- 2) Insert rickshaw sector policy and services into the citizen's charter of the respective agencies, such as DCC.
- 3) Create a data base for the rickshaw sector (directly and indirectly involved) for Dhaka city as well as all over the country.
- 4) Prepare rickshaw stands with hotel and toilet facilities at different points of Dhaka city.
- 5) Separate lane for rickshaw in major streets of Dhaka city & enforce that strictly.

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- 6) Provide new rickshaw license & establish discipline in the sector.
  - 7) Provide driving license for the rickshaw pullers.
  - 8) Subsidized residential arrangements for the rickshaw pullers in Dhaka city.
  - 9) Fix the rickshaw fare rationally and enforce.
  - 10) Introduce formal arrangements in the sector.
  - 11) Stop the activities of unlawful organizations intruded into the sector.
  - 12) Ensure easy access of rickshaw pullers in government hospitals for better treatment.
  - 13) Rickshaw garage owners should be provided technical, material and financial assistance so that they can provide better services to the rickshaw pullers.
  - 14) Train the rickshaw pullers on different issues.
  - 15) Creation of credit fund for rickshaw pullers.
  - 16) Introduce insurance scheme (general & health) for the rickshaw pullers.
  - 17) Create a welfare fund at DCC for the rickshaw pullers who become destitute due to accident and or other casualties.
  - 18) Campaign to eliminate negative attitude towards rickshaw among citizens; involve media for such campaign.
  - 19) Develop appropriate motorized rickshaw through research which is already in operation in different areas of Dhaka city despite prohibited by the authority.

# Chapter One

## Introduction and Background of the Study

### 1.1 Introduction and rationale

Cycle rickshaw is the most popular and widely used transport throughout Bangladesh. In Dhaka city, 60 percent of the residents use rickshaw for commuting. Despite Dhaka City Corporation (DCC) the only authority stopped issuing license to new rickshaws in 1986 considering rickshaw as a major contributor to city's unusual traffic jam, number of rickshaws continuously on rise in Dhaka city because of easy access as occupation for unskilled rural migratory people and popular means to commute. According to the DCC, there are 79,554 licensed rickshaws in Dhaka city. But the actual number of rickshaws is estimated to be 1.1 million (Shafiq 2017<sup>1</sup>). Nearly 1.5 million rickshaw pullers and their family members are dependent on rickshaw pulling. Despite Rickshaw is blamed for major cause of traffic jam in Dhaka City, there are number of positive aspects of rickshaw as transportation. Firstly, Rickshaw pulling employs a large number of unskilled labour force as it requires small amount of investment, easy entry, cash income, no special skill required, available everywhere (both for renting & buying) and simple rules of engagement. As such, it is the means of survival of a large proportion of population of the country. Secondly, because of relatively low fare, it is accessible to common people. Thirdly, Overwhelming majority of the roads of Dhaka city is not suitable for bus, taxi, private car, etc. Rickshaw can easily move on these roads. Fourthly, hundreds of people being dead or injured everyday commuting through motorized vehicle. But rickshaws do not face any fatal accident unless hit by motorized vehicles. Fifthly, most importantly, rickshaw, as a transport, completely pollution free and environment friendly since no chemical energy is used. Finally, if 62 percent of the people has to travel by motorized vehicles instead of rickshaw now, then it must be calculated that how much motor vehicles and fuel would be required to import using foreign currencies, and the extent of pollution and unemployment it will cause. The Dhaka North City Corporation (DNCC), in its website, under 'wheel tax' section mentioned the followings about rickshaw<sup>2</sup>:

"Two adult and one minor person can travel by a Rickshaw. It is such a vehicle, which keeps the environment free from pollution. It can move easily even in a narrow lane. It is an easy, cheapest and comfortable transport for everybody.

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- 1 Shafiq, S. (2017), *Rickshaws Continue to Grow in Numbers thanks to Trade Unions*. *Dhaka Tribune*, (online), 4th November 2017, available at: <http://www.dhakatribune.com/bangladesh/dhaka/2017/11/04/rickshawsgrow- numbers- trade-unions/> [accessed: 13 March 2018]
  - 2 <http://old.dncc.gov.bd/wheel-tax/> (Last accessed 24.11.2018, 10:00am).

Now the rickshaw is a most essential and unavoidable transport in presence of modern mechanized motor vehicles. This transport is meant for middle class people for easy transportation. This three-wheel rickshaw protects the environment of the Dhaka City from all kinds of air pollution although some time it creates traffic hazard. As a result, administration has to restrict pulling of rickshaw a few roads in Dhaka City."

Despite all these positive aspects, instead of improving the sector accepting the reality of increasing number of rickshaws in Dhaka city, the overall policy is to phase out rickshaw blaming it for traffic congestion in the city. Thus, there is strong initiatives to replace rickshaw with motorized vehicles in Dhaka city. As a result, in the meantime, rickshaws are banned on major streets of Dhaka city. Despite that number of rickshaws in Dhaka city is increasing day by day. This means increasing number of people having no other means become engaged in rickshaw pulling. So, the sector deserves improvement and modernization not removal.

Rickshaw pulling is an arduous work. Yet there is least respect for human rights and dignity for the people engaged in this profession. Rickshaw pullers are neglected and harassed by the law enforcing agencies, passengers and workers of motorized vehicles. Despite rickshaw owners maintain an amiable relationship with the rickshaw pullers for their own interest of increased income, there are cases where rickshaw pullers are harassed by the rickshaw owners. Moreover, the condition of the garages maintained by the rickshaw owners, where rickshaw pullers used to stay while in Dhaka, is deplorable. Thus, usually, rickshaw pullers live a substandard life in Dhaka city, away from their family for months together. Some specific issues associated with rickshaw has been presented below.

- Rickshaw pulling is human labour driven and involves hard physical labour;
- Rickshaw paddle drivers are vulnerable to various health hazards;
- Rickshaw pullers stay in unhealthy accommodation, mostly in open garage;
- Despite DCC issued license there is no specific rickshaw stand in Dhaka city. Instead, they are always driven away by traffic police and are always on a run without any rest;
- Their employment conditions are not defined at all, although 'rickshaw pulling' is specifically mentioned in the Labour Law as a profession and there is provision to organize and register trade unions as group of establishments in an area [section 183 (3-aa) of Labour Law 2013];
- Rickshaw pullers remain incomeless when there is any kind of adversity like political unrest, strike, transport stoppage, bad weather, etc.;
- They are not entitled to any types of social security or other schemes;
- Rickshaw pullers are largely unaware of labour rights and laws;
- Rickshaw pullers are mostly not organized and unaware of trade union or member of any such organization; and
- Above all, the scope of work as rickshaw puller is narrowing gradually.



Given all the odds listed above it is fact that number of rickshaws in Dhaka City is commendable, a large proportion of population of the country are dependent on this sector for their survival directly or indirectly and it is the means of transportation for majority of the residents of Dhaka city. Thus, it is judicious to accept rickshaws in Dhaka city as necessary until replaced by appropriate alternative mode of employment and transport. Instead of leaving the sector uncontrolled, there could have a plan for improvement and operation of the sector. Astonishingly, the sector has no public support. Rather, instead of modernizing the sector, respective authorities are increasingly imposing legal and functional barriers on rickshaw pulling blaming it as major cause of traffic jam in the city. As a result, the scope of rickshaw pulling is narrowing day by day in one hand and number of rickshaw puller is increasing on the other. More importantly, these huge number of rickshaw pullers are being deprived of basic facilities denying of their basic rights as labour. There is no hazardous free sector of work. As mentioned above, huge number of people die and injure by motorized vehicle accidents; thousands of people die due to ship capsized; thousands of people die and injured due to accidents in garments and other industries. Thus, it is unfortunate that despite free of all these fatal incidents, rickshaw sector is facing negligence only because of its slow speed. Bangladesh Institute of Labour Studies BILS, in partnering with the LO-FTF Council of Denmark, comes forward with an initiative to improve the well-being of the rickshaw pullers of Dhaka city. As part of this noble initiative, the present study was conducted as a baseline survey to know the overall condition of the rickshaw pullers of Dhaka city with a purpose to use the findings as basis for making realistic plan to improve the conditions and protect the rights and ensure the security of the rickshaw pullers of Dhaka city.

## 1.2 Origin and development of rickshaw

Rickshaw is a three-wheeler, a popular mode of transport in Asia. The word Rickshaw originated from Japanese word "jinrikisha" ('jin' means human, 'riki' means power and 'sha' means vehicle). It is believed that rickshaw was invented in Japan in 1868 by three Japanese, i.e., Izumi Yosuke, Suzuki Tokujiro, and Takayama Kosuke<sup>3</sup>. Picture-1.1 shows the



Picture-1.2: Japanese rickshaw, 1869<sup>1</sup>

Japanese rickshaw of 1869. However, it is

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3 It is, however, need to be mentioned that, in Japan, rickshaw had disappeared during the 1950s with the introduction of motorized vehicles (Banglapedia).

also claimed that an American missionary Jonathan Goble invented and used rickshaw to transport his invalid wife in Yokohama, Japan in 1869<sup>4</sup>. At the beginning, rickshaw was human hand pulled and two wheeled which was slow and weeping job for the rickshaw puller (Picture-1.1). Later, it was transformed to cycle rickshaw in China where an American lady Miss Betty Gordon tied a rickshaw behind a bi-cycle to get more speed with less tear on the rickshaw puller. The idea was then refined by the Chinese and rickshaw got its present shape<sup>5</sup> (Picture-1.2). As it is easier to drive and offered better speed, soon it gained popularity all over Asia. Nowadays, auto rickshaw (fuel or battery powered) has been developed and in use increasingly in the Asian countries including Bangladesh. However, in Dhaka, rickshaw remained as human driven as motorized rickshaw banned in the city by



*Picture-1.2: American lady Miss Betty Gordon with her invented cycle rickshaw<sup>1</sup>*

the authority<sup>6</sup>. It is also evident that there is another kind of three-wheeled cycle rickshaw named Van widely used throughout the country including Dhaka city mainly for transporting goods. In some areas, even in Dhaka city, during transport strike days, van is also used for carrying passengers in group. There are 7,793 registered rickshaw-vans in Dhaka city. In reality, however, the number is much higher like the case of rickshaw.

### 1.3 Rickshaw in Bangladesh

Rickshaw is the most important and popularly used mode of transport in all over Bangladesh. It is claimed that, in Bangladesh, rickshaw was first used in Chittagong in 1919 reached from the then Burma. Later, rickshaw was imported by the European jute exporters living in Narayanganj and Netrokona for their personal use in around 1930. Rob Gallagher, in his book "The Rickshaws of Bangladesh" mentioned that a Bangali Zamindar, living in Sutrapur, Dhaka imported rickshaw and started using as personal career in 1938. Around the same time, a Marwari

4 <https://en.wikipedia.org/wiki/Rickshaw>

5 [http://weloveourbangladesh.blogspot.com/2012/08/rickshaws-of-bangladesh-and-its-history\\_7522.html](http://weloveourbangladesh.blogspot.com/2012/08/rickshaws-of-bangladesh-and-its-history_7522.html)

6 It is to be noted here that motorized rickshaw found operating in some remote areas despite ban. It is also found that there are some differentially able persons (DAP) permitted to use rickshaw on rental basis as their means of livelihood throughout Dhaka city.

businessman, living in Wari, Dhaka imported six rickshaws for business purpose. At the beginning, there were seven human-pulled two wheeled rickshaws operating in Dhaka<sup>7</sup>. But unlike Calcutta, where human-pulled rickshaw is still available, inhabitants of Dhaka avoided human-pulled rickshaws feeling uneasy and shameful. As a result, human-pulled rickshaw disappeared from the streets of Dhaka. However, cycle rickshaw replaced the human-pulled rickshaw become popular and increased gradually as means of transportation for the inhabitants of Dhaka city. Thus, we see that, despite rickshaw came as a means of personal transportation, later turned as major sector of employment and public transportation. Issuing Rickshaw license in Dhaka started in 1944 and in Chittagong in 1947. DCC(North and South) is having the authority of issuing rickshaw license but stopped since 1986. Until then a total of 79,554 rickshaw licenses were issued by DCC. The Wheel Tax Section of the DCC renew rickshaw license every year. A rickshaw license can be sold to a new owner<sup>8</sup>.

### **1.3.1 Growth of number of rickshaws in Dhaka city**

As reported earlier, there were few rickshaws operating in Dhaka city until at the end of 1930s. In 1941, there were only 37 rickshaws and at the end of year 1947 there were 181 rickshaws in Dhaka city<sup>9</sup>. Historian Dr. Sharif Uddin Ahmed mentioned that there were 4,025 rickshaws in Dhaka city in 1962. After independence in 1971, number of rickshaws in Dhaka city increased rapidly mainly as a source of employment for huge number of rural migrated people as well as meet the transport need of the increased number of inhabitants in Dhaka. In Dhaka city, there were 14,000 rickshaws in 1974, increased to 28,703 in 1986-87, to 112,572 in 1998, to 280,000 in 2000, and by 2005 it stood at 500,000 (Banglapedia)<sup>10</sup>. Amin (2010) estimated that there were 300,000 rickshaw drivers engaged with about 100,000 vehicles, which is possible because of a shift system<sup>11</sup> in driving work. A 1988 estimate put the number of rickshaws at 88,000 for Dhaka city and 698,000 for the whole country (Gallagher, 1992). Banglapedia reported that nearly three million people live on the income from rickshaw in Dhaka city. It further added that 50 percent of the value added in transport sector is being contributed

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7 [http://weloveourbangladesh.blogspot.com/2012/08/rickshaws-of-bangladesh-and-its-history\\_7522.html](http://weloveourbangladesh.blogspot.com/2012/08/rickshaws-of-bangladesh-and-its-history_7522.html)

8 [http://weloveourbangladesh.blogspot.com/2012/08/rickshaws-of-bangladesh-and-its-history\\_7522.html](http://weloveourbangladesh.blogspot.com/2012/08/rickshaws-of-bangladesh-and-its-history_7522.html)

9 Nazir Ahmed, (n.d.). DhakarItihas’.

10 [http://weloveourbangladesh.blogspot.com/2012/08/rickshaws-of-bangladesh-and-its-history\\_7522.html](http://weloveourbangladesh.blogspot.com/2012/08/rickshaws-of-bangladesh-and-its-history_7522.html)

11 Usually there are two shifts, i.e., morning (dawn to 2:00 p.m.) and afternoon (2:00 p.m. to late night).

by rickshaw. It is also evident that not only the rickshaw puller but the manufacturers (cycle parts, body, seat, hoods, etc.), mechanics, artists or painters are also directly employed in the sector in large scale. Yet another thousands of food and drink (tea, sarbat, etc.) vendors, roadside support services such as providing oil, air, etc., are also indirectly making their living through this sector. There is no statistics about the exact number of rickshaws in Dhaka city at present. In a recent report, The Daily New Age (Jun 04, 2017) mentioned that there are about 1.2-1.3 million of rickshaw in Dhaka city in place of 79,554 rickshaws provided registration by DCC until 1986. Another fact is that, despite in other parts of the country auto rickshaws are growing unabatedly, in Dhaka, as auto-rickshaw is banned, number of pedal rickshaws increasing geometrically.

It is also evident that, despite increasing number of rickshaws are in operation, there is no industry for making rickshaw in Bangladesh. It is being assembled in the garages by the makers. In the process hundreds of parts/goods are used which are supplied through backward linkages in the country. So, the sector may be considered as handicraft industry where nothing is imported using foreign currencies. Rickshaws are fully local.

### 1.3.2 The license dilemma of Dhaka city rickshaw

As mentioned, DCC is the only licensing authority of rickshaw. Up to 1986, DCC issued 79,554 rickshaw licenses (Picture-1.3). However, as evident, there are more than one million rickshaws now operating in Dhaka. How it has been possible?

Actually, these rickshaws are termed as illegal. Number of organisations, claiming authority or assuming authority, issuing permission to these huge number of rickshaws. Whatever, these organisations claimed, Dhaka North City Corporation (DNCC) Panel Mayor Mr. Osman Gani said: “only the city corporation, not any individual or organisation, has the authority to issue rickshaw licences” (Shafiq



Picture-1.3: A rickshaw with genuine license

2017). Jibon, (2017) claimed that Dhaka's huge number of illegal rickshaws are managed by about 25 organisations like Dhaka Divisional Rickshaw and Van Owners Association, Bangladesh Rickshaw and Van Owner Federation, Metropolitan Rickshaw Owner League, Rickshaw and Van Owner Workers League,

Freedom Fighter Sommonnoy Parishad and so on. A BUET study reported that there are 28 organisations controlling the illegal rickshaw business in Dhaka but no actions are being taken against them. Some of this are: Dhaka Division Rickshaw and Van Owners' Association, Bangladesh Rickshaw and Van Owners' Federation, Metropolitan Rickshaw Owners' League, Rickshaw and Van Owners Workers League, Muktiyoddha Samannay Parishad, Bangladesh Rickshaw and Van Owners Federation, and Bangladesh Rickshaw Owners League, etc. (Shafiq 2017). Rickshaws with no license require to purchase number plates from these organisations paying a handsome amount of money. As Shafiq (2017) mentioned, number of organisations and associations taking advantage of passive role of DCC and are illegally issuing number plates to rickshaws, charging as much as Tk15,000. One can see more than one such number plates on a rickshaw. In addition, rickshaw pullers/owners require to pay a monthly amount regularly. Again, as reported by Shafiq (2017), in every three months, the rickshaw owners have to pay Tk450/- against each plate. It revealed during the present study that rickshaw pullers/owners are compelled to enter into the arrangement. Otherwise, they face problems like rickshaw theft, abduction, extortion, etc., often caused by those vested interested groups. Without their knowledge and permission no rickshaw can operate in the area.

Dhaka South City Corporation Chief Revenue Officer Yusuf Ali Sardar said they stopped issuing rickshaw licenses after 1986 as per government order. Even after that, various organisations applied for rickshaw licenses but the city corporation didn't issue any. "These organisations move at the court whenever we launch drives against illegal rickshaws. When the court issues stay order, these organisations start issuing so called new licenses citing the court order," he said (Picture 1.4).

**Picture-1.4: Rickshaws with number plates provided by different organisations**





### 1.3.3 The rickshaw economy in Bangladesh

Rickshaw is a major informal economic sector of the country. Molla (2016) in a report claimed that rickshaw sector generates approximately BDT 374 (\$4.8) billion every year in Bangladesh and supports 1.5 million rickshaw pullers and their families directly and millions more indirectly as mechanics, painters, parts suppliers and road side food vendors. It is evident that a huge number of labour is employed in this informal<sup>12</sup> sector of Bangladesh and it is growing day by day. Unlike rural areas of Bangladesh where rickshaws are owned by the puller in most cases, in Dhaka and other cities, rickshaw pullers rent rickshaw from the owner/garage. But rickshaw pullers do not have any formal labour arrangement and social protection. In the International Labour Conference held in 1991 titled “The Dilemma of the Informal Sector”, in his introductory speech, the Director General of ILO said that “The dilemma, put simply, is whether to promote the informal sector as a provider of employment and incomes; or to seek to extend regulation and social protection to it and thereby possibly reduce its capacity to provide jobs and incomes for an ever-expanding labour force”. An ILO report observed that the challenge to policy-makers is to attempt to maximize both the employment creating potential of the informal sector and the degree of social protection and regulation extended to it (Zayeed, 2016).

The population increase rate of Bangladesh is 1.04<sup>13</sup> percent. On the other hand, the population of Dhaka city is rising by 4.2 percent annually<sup>14</sup>. Nearly 2000 people are adding every day in Dhaka. Most of these people are migrating from rural areas for earning their livelihood. This huge unskilled manpower finds their job in the rickshaw sector, that requires no or minimum skill, no investment and ensures cash income<sup>15</sup>. As stated earlier, at present, more than 1.5 million rickshaw pullers are there in Dhaka city. Thus, estimating average 4.5 family members, about 6.8 million people of Bangladesh are living on rickshaw pullers of Dhaka city. It is also evident

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12 The Labour Welfare Foundation Act 2006 defines informal sector as “types of non-government sector where workers' work, condition of work, etc., are not recognised or controlled by existing labour laws and related policies and where there is very limited scope for employed workers to be organised” (Nahela Nowshin, The Daily Star, May 2017). Based on a labor force survey conducted in 2010, informal employment in Bangladesh is estimated at about 89% of the total number of jobs in the labor market (ADB, 2012).

13 [https://www.indexmundi.com/bangladesh/population\\_growth\\_rate.html](https://www.indexmundi.com/bangladesh/population_growth_rate.html)

14 <http://worldpopulationreview.com/world-cities/dhaka-population/>

15 Khan (2008) narrated the fact as “for Nur Islam there seemed little choice. Landless in his home district of Baghabari, Pabna, he came to Dhaka in search of work. Like thousands of other landless agricultural day laborers reliant on seasonal employment, rickshaw pulling is seen as offering a more stable income”.

that beyond rickshaw pullers there are huge number of other people involved directly or indirectly depend on the rickshaw sector for their living. Owners of rickshaw, industries making rickshaw parts, rickshaw body makers, mechanics, are directly dependent on rickshaw sector for their living. In addition, road side food vendors are also making their living indirectly through rickshaw sector.

Rickshaw pullers of Dhaka city pump money from urban economy to rural economy as majority of the rickshaw pullers of Dhaka city are migratory from rural areas keeping their families in the villages. Thus, they regularly send money to their family in villages. Professor Salahuddin M Aminuzzaman found that 76 percent of the rickshaw pullers of Dhaka city send money to their families in villages (reported by Shaha in daily Prothom Alo, November 21, 2014).

About 60 percent of the Dhaka city commuters use rickshaw indicating its dominating scenario in the transport sector of Dhaka city (Shafiq, 2017). There are many reasons behind this scenario. First, in most roads of Dhaka city Bus, taxi and other motorized vehicles cannot move. Second, rickshaw is easily accessible, particularly for women and children. Third, rickshaw is cheaper compared to other motorized vehicles except Bus which, as stated, cannot move in all roads and yet the number is extremely low compared to the transport need of the city dwellers. Whatever the reasons are, if rickshaw pulls out from Dhaka city, it is obvious that the country could have require to expend billions of dollars for importing vehicle, fuel, etc. for arranging transportation of the huge population commuting through rickshaw nowadays.

The environmental benefit of rickshaw is undisputable. Traffic congestions in Dhaka city causes enormous emission of harmful substances injurious to health. It is also evident that rickshaws cause minor traffic accidents but not fatal which is the common fact for the motorized vehicles. Thus, in terms of environment rickshaw stands as safer compared to other modes of transportation.

## 1.4 Objectives of the study


### 1.4.1 General objective

To know the state of rickshaw pullers in Dhaka city through a baseline study for the purpose of using the findings to prepare and implement a plan for organizing the rickshaw pullers in order to realize and protect their rights and improve their working and living conditions.

### 1.4.2 Specific objectives

- 1) To know the socio-economic background of the rickshaw pullers of Dhaka city;



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- 2) To know the state of residence and lodging of the rickshaw pullers of Dhaka city;
  - 3) To know the conditions of work and work place of the rickshaw pullers of Dhaka city;
  - 4) To know about the working conditions and risks of the Rickshaw pullers in Dhaka city;
  - 5) To know the behavior of different groups of people engaged with the rickshaw pullers;
  - 6) To know about organisational involvement and rights of the rickshaw pullers; and
  - 7) To recommend measures to improve the conditions of the rickshaw pullers.

## 1.5 Research questions

- 1) What is the socio-economic background of the rickshaw pullers in Dhaka city?
- 2) What is the residential status of the rickshaw pullers in Dhaka city?
- 3) What is living conditions of the rickshaw pullers in Dhaka city?
- 4) What is the work and work situation of the rickshaw pullers of Dhaka city?
- 5) What are the working conditions and risks faced by the rickshaw pullers in Dhaka city?
- 6) What is the state of conduct of different groups of people involved with rickshaw pullers in Dhaka city?
- 7) Are the rickshaw pullers aware about their rights?
- 8) What is the extent of rickshaw pullers' knowledge and engagement with trade union / organization? What are the obstacles in organizing the rickshaw pullers of Dhaka city?

## 1.6 Methodology of the study

The study adopted a cross-sectional design; mainly quantitative in nature. However, qualitative data were collected from policy makers, i.e., responsible person in the DCC, MoL, Members of LEAs and so on through discussion and from documents. Quantitative data were collected through survey of 200 rickshaw pullers from four Thanas (Badda, Hazaribag, Jatrabari and Shajahanpur) of DCC. A structured questionnaire was used for data collection

from rickshaw pullers. Qualitative data were collected from 20 garage owners using a semi-structured questionnaire through survey and from 2 City Corporation Executives and Traffic Police. Four experienced interviewers (Master of Social Science degree holder) collected the data through face to face interview. Quantitative data were processed and analysed using SPSS software and qualitative data were analysed thematically by the researcher himself.



## Chapter Two

### Socio-economic Profile of the Dhaka City Rickshaw Pullers

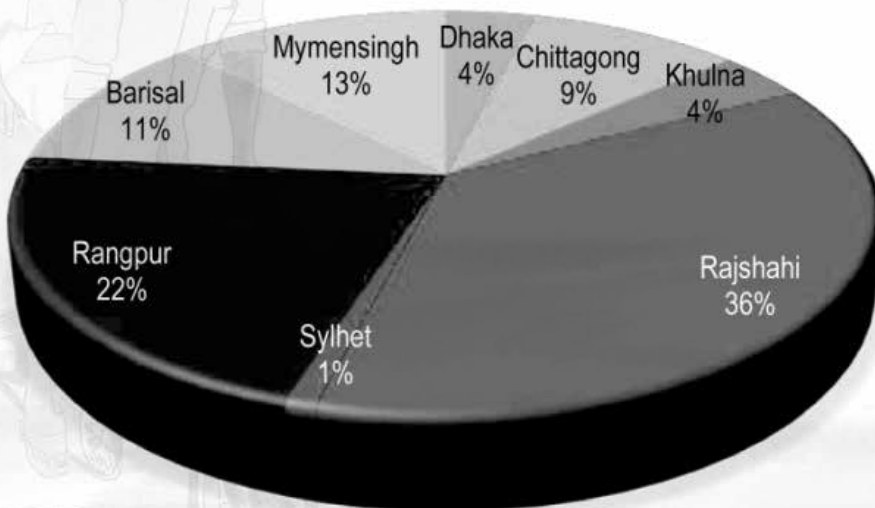
This chapter of the report presents the socio-demographic and economic conditions of the Dhaka city rickshaw pullers. In doing so, state of residence, personal and family characteristics and economic aspects of the rickshaw pullers have been described. The chapter also describes the living arrangements of the rickshaw pullers in Dhaka city. All 200 rickshaw pullers covered in this study have been considered in the analysis.

#### 2.1 Socio-economic profile of the Dhaka city rickshaw pullers

##### 2.1.1 Residential status of the rickshaw pullers in Dhaka city

Findings of the present study confirms the assumption that the unskilled rural migrants are the rickshaw pullers of Dhaka city. All rickshaw pullers covered in the present study found migrated from areas other than Dhaka city. As seen in Chart-2.1, highest proportion (36%) of the rickshaw pullers of Dhaka city have come from different districts of Rajshahi division followed by 22% from different districts of Rangpur division. Together, these two divisions known as northern Bangladesh and socio-economically vulnerable compared to other divisions make more than half (58%) of the total rickshaw pullers of Dhaka city. A considerable proportion of

**Chart-2.1: Home division of the Dhaka city rickshaw pullers**



rickshaw pullers of Dhaka city have come from Mymensingh, Barisal and Chattogram; 13 percent, 11 percent and 9 percent respectively. And lowest proportions of the rickshaw pullers are from Sylhet (1%), Dhaka (4%) and Khulna (4%). These findings indicate that people from rural Bangladesh migrate to Dhaka city for work/employment as means of their families' survival. So, limiting rickshaw in Dhaka city would risk their livelihood and make these already vulnerable people more vulnerable. Thus, before limiting rickshaw in Dhaka city it is necessary to reduce the flow of migration from rural Bangladesh, especially, from northern Bangladesh to Dhaka city.

### 2.1.2 Age of the Dhaka city rickshaw pullers

Rickshaw pulling is an arduous job. As such it requires physical strength. Too much aged people are not fit for the job. Data presented in Table-2.1 reveals that; Almost all (95%) Dhaka city rickshaw pullers aged between 20-60 years. Moreover, 85 percent aged between 20-50 years. The average age is 37 years. The standard deviation of 11.6 year indicates that

**Table-2.1: Age of Dhaka city rickshaw pullers**

Age (year)	Percent (N=200)	Cumulative percent	Descriptive statistics
20-29	28.5	28.5	Average = 37.0 Year Minimum = 20 Year Maximum = 75 Year Std. Dev. = 11.6 Year
30-39	31.5	60.0	
40-49	25.0	85.0	
50-59	10.0	95.0	
60 & more	5.0	100.0	
Total	100.0	-	

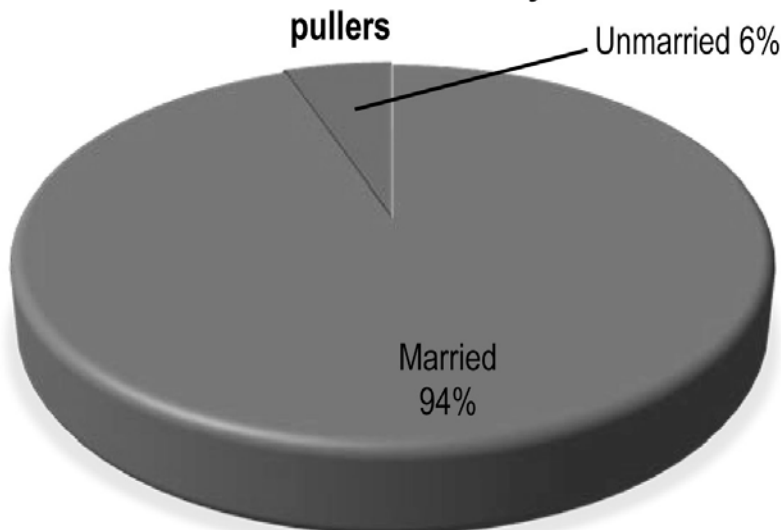
Dhaka city rickshaw pullers are closely around the average age. Despite these findings indicate that only physically capable people are engaged in rickshaw pulling, 5 percent of the rickshaw pullers aged 60 years or more indicating that some aged people are also engaged in rickshaw pulling. The helpless socio-economic condition of these aged people may have compelled them to adopt this arduous job for survival. There should be appropriate policy to pull back these aged rickshaw puller sthrough providing comprehensive social security.

### 2.1.3 Marital status and family members of Dhaka city rickshaw pullers

Almost all (94%) of the Dhaka city rickshaw pullers are married and only six percent is unmarried (Chart-2.2). The average family member of the Dhaka city rickshaw pullers is 4.4, minimum one and maximum seven. Highest proportion (42%) of the rickshaw pullers have four members in their family; minimum one and maximum seven. Considering the average age (37.0 years) and average number of family member (4.4 person) it can be said that the family size of the Dhaka city rickshaw

pullers is not large. However, it is evident that almost all rickshaw pullers earn for their family.

**Chart-2.2: Marital status of Dhaka city rickshaw pullers**



#### 2.1.4 Education of the Dhaka city rickshaw pullers

Majority of the Dhaka city rickshaw pullers are educated (59%); 37.5 percent up to primary level and 21.5 percent up to secondary level. Another 41.0 percent are illiterate (Table-2.2). The need of modernization of the rickshaw sector is one of the major concerns today as, in Dhaka city, it is often identified as slow transportation and prime cause of traffic congestion. As most of the Dhaka city rickshaw pullers are educated this would be facilitating for modernization effort of the sector.

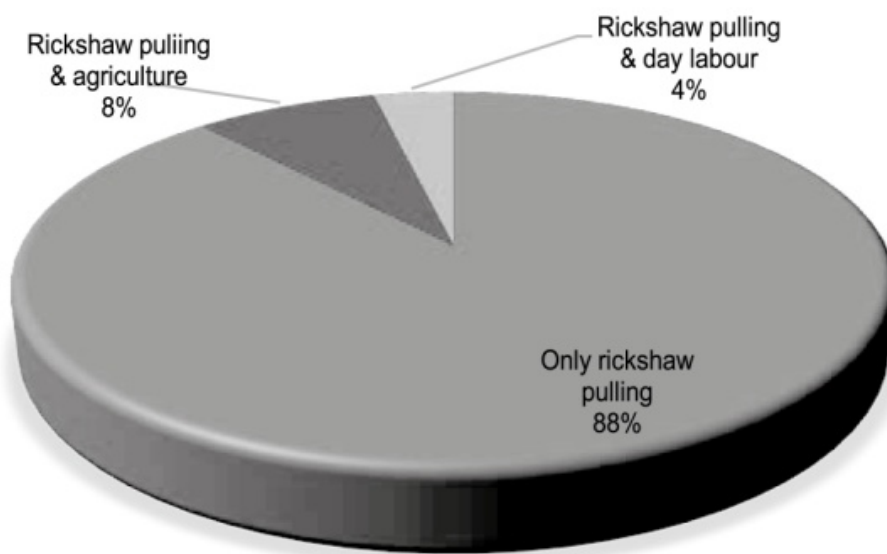
**Table-2.2: Education of Dhaka city rickshaw pullers**

Education level	Percent (N=200)
No education	41.0
Primary level	37.5
Secondary	21.5
Total	100.0

### 2.1.5 Occupation of the Dhaka city rickshaw pullers

Overwhelming majority (88%) of the Dhaka city rickshaw pullers are engaged in rickshaw pulling only (Chart-2.3). Another 12% engaged in rickshaw pulling along

**Chart-2.3: Occupation of Dhaka city rickshaw pullers**



with either agriculture (8%) or day labour (4%). Findings indicate that Dhaka city rickshaw pullers are solely engaged in rickshaw pulling only as their source of income. So, if this source become unstable survival of their family would be in trouble.

### 2.1.6 Economic condition and income of the Dhaka city rickshaw pullers

Productive asset of the Dhaka city rickshaw pullers: The productive asset base of the Dhaka city rickshaw pullers is extremely poor. Among the assets they own negligible amount of land, cattle, goat, chicken and rickshaw van (Table-2.3). They do not own any other productive asset. It is also evident that none of the Dhaka city rickshaw pullers reported have any savings.

Among the 200 rickshaw pullers covered in the present study 139 (70.5%) possess some land (homestead and/or cultivable). The average is, however, extremely poor, only 13.05 decimals. Despite the proportion of Dhaka city rickshaw pullers have homestead land is 69.5%, only 12.5% reported that they have cultivable land. The amount of homestead and cultivable land, again negligible; homestead 6.23 decimals and cultivable 6.82 decimals (Table-2.3). Beyond these, only five among 200 rickshaw pullers reported they shared in cultivable land, average 1.50 decimals.

Livestock in family is a common scenario of Bangladesh. However, small proportion

of the families of the Dhaka city rickshaw pullers are having livestock; 16.5 percent have cattle, 14.0 percent have goat, and 32.5 percent have duck-chicken. The average number of livestock owned is also extremely low; cattle 0.33, goat 0.40, and duck chicken 4.52.

Only one out of 200 rickshaw pullers mentioned that he owns 2 rickshaws. Overall, it is evident that the asset base of the families of the Dhaka city rickshaw pullers is extremely poor. Thus, they are extremely vulnerable to economic shocks.

**Table-2.3: Productive assets of the Dhaka city rickshaw pullers' family**

Assets	Own (# of family)	% of all (N=200)	Min.	Max.	Mean	Std. Deviation
Amount of homestead (decimal) own	139	69.5	0	54	6.23	7.211
Amount (decimal) cultivable land own	25	12.5	0	150	6.82	24.246
Amount (decimal) of total land own	141	70.5	0	204	13.05	27.940
Amount (decimal) of land share/mortgage in	5	2.5	0	66	1.50	9.564
Number of cattle own	33	16.5	0	6	.33	.908
Number of goats own	28	14.0	0	8	.40	1.190
Number of duck-chicken own	65	32.5	0	85	4.52	11.342
Number of rickshaw/van own	1	0.5	0	2	.01	.141

Monthly family income of the Dhaka city rickshaw pullers: As seen in Table 2.4, the average monthly family income from all sources of the Dhaka city rickshaw pullers is BDT19789/-; minimum BDT8000/- and maximum BDT54,000/-. The average monthly income from rickshaw pulling is BDT13469/-. That is, the proportion of income from rickshaw pulling is 68 percent of the total income. Thus, income from rickshaw pulling is the major source for the families of Dhaka city rickshaw pullers. High standard deviation for both total family income and income from rickshaw

**Table-2.4: Family income and income from rickshaw pulling**

Monthly income BDT)	Min.	Max.	Mean	Std. Deviation	Percent of family income accruing from rickshaw pulling
Total family income	8000	54000	19789	8895.32	
Income from rickshaw pulling	6000	24000	13469	2846.45	68%

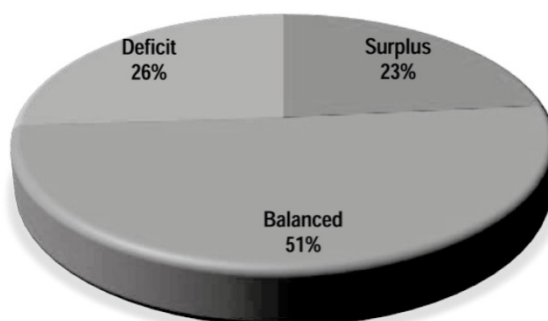
pulling indicate large income differences among the rickshaw pullers.



Economic solvency of the family: To have the precise economic condition of the Dhaka city rickshaw pullers' family, we requested them to place their family's income-expenditure situation among three categories of economic solvency, i.e., 'surplus' remain surplus after bearing all expenses, 'balanced' somehow can bear the expenses with income, and 'deficit' income is not enough to bear all

expenses. The findings have been presented in Chart-2.4. It is seen that slightly more than half (51%) of the Dhaka city rickshaw pullers reported they are

**Chart-2.4: Economic solvency of the Dhaka city rickshaw pullers**



**Table-2.5: Strategies adopt to manage deficit**  
(Multiple response up to 3)

Strategies to manage deficit	Responses (N=49)	Percent
From relatives	30	61.2
In dues from shop	24	49.0
Loan from NGO's	20	40.8
Total	74	-

inbalanced situation. Nearly one-fourth (23%) of the Dhaka city rickshaw pullers reported that they are in surplus situation and more than one-fourth (26%) reported they are in 'deficit' situation. Overall, it can be said that about three-fourths

of the Dhaka city rickshaw pullers are economically vulnerable as slight income erosion (which often happens) can lead the balanced reported rickshaw pullers in economic crisis.

When checked, it is found that majority (61.2%) of the deficit families manage their deficit with the help of their relatives. This is followed by 49.0% taking goods from shop on credit and 40.8% loan from NGOs (Table-2.5). If loan in the family is considered as an indicator of economic vulnerability, we see that more than half (54%) of the Dhaka city rickshaw pullers have loan. The sources of loan are NGO/samity 85.8%, garage

Overall, it can be said that about three-fourths

**Table-2.6: Loans of the Dhaka city rickshaw pullers**

Loan topic	Response	Percent
Whether have loan now?	Yes	53.5
	No	46.5
Source of loan	NGOs/Samity	85.8
	Garage Owner	8.5
	Relatives	5.7
Whether loan have interest	Yes	95.3
	No	4.7

owner 8.5% and relatives 5.7%. More importantly almost all loans (95.3%) are with interest (Table-2.6). These findings indicate the economic vulnerability of the Dhaka city rickshaw pullers.

## 2.2 Living arrangement of the Dhaka city rickshaw pullers in Dhaka city

### 2.2.1 Residence of the Dhaka city rickshaw pullers

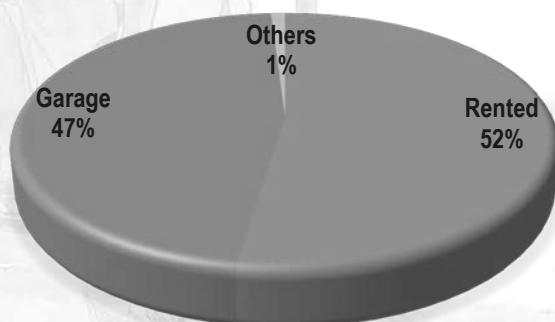
Earlier it was seen that almost all Dhaka city rickshaw pullers are from outside Dhaka city. Of the Dhaka city rickshaw pullers, 71 percent reported that they have permanent home outside Dhaka while 29 percent do not have any permanent home outside Dhaka (Chart-2.5).

**Chart-2.5: Whether have permanent home outside Dhaka**



The usual residence of the Dhaka city rickshaw pullers in Dhaka is either rented house (52%) or rickshaw garage (47%), together 99 percent (Chart-2.6). Those who live in rented house pay an average of BDT3898/- per month. Given the high cost of house rent in Dhaka city it can be assumed that the condition of the rented houses is likely to be appalling. It is to be noted here that, in most cases, rickshaw pullers live in garage without any cost.

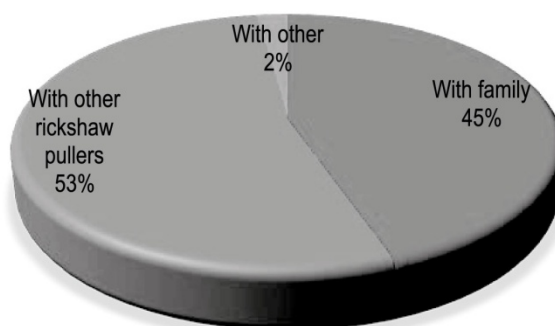
**Chart-2.6: Type of residence in Dhaka**



More than half (53%) of the Dhaka city rickshaw pullers live in Dhaka city with other rickshaw pullers, apparently in the garage; 45 percent live with family in rented house (Chart-2.7). As the average monthly rent is only BDT3898/- and rickshaw garages are unlikely to be a good place as residence it is evident that rickshaw pullers live in Dhaka in awful conditions.

The awful living condition of the Dhaka city rickshaw pullers has been reflected through the data presented in Table-2.7. Despite floor and wall of slightly more than half (54.7% and 53.7% respectively) of the houses is concrete, 80.0 percent roof is made of tin not considered as hygienic, especially, in a country like Bangladesh which is usually very hot almost throughout the year; 89.4 percent live in a single-room house; the average area of house is only

**Chart-2.7: Living arrangement in Dhaka**



**Table-2.7: Housing condition of the Dhaka city rickshaw pullers**

House	Material/characteristics	%
Floor	Brick/Concrete	54.7
	Bamboo	31.6
	Soil	13.7
Wall	Brick/Concrete	53.7
	Tin	46.3
Roof	Brick/Concrete	20.0
	Tin	80.0
No. of rooms in Dhaka house	1	89.4
	2	7.4
	3	3.2
Space in the residence	Area (sq. ft.)	590
	Number of persons live together	21
	Space per person (sq. ft.)	28
Ventilation of the residence	Not at all enough	2.6
	Not enough	93.7
	Enough	3.7
Separate kitchen	Yes	45.8
	No	54.2
Supply water	Yes	96.3
	No	3.7
Latrine type	Sanitary	65.1
	Not sanitary	34.9
Source of drinking water	Boiled	29.1
	Tap water	39.2
	Tube well	31.7

590 sq. ft.; the average number of rickshaw puller live in a room together is 21, i.e., average space per person is only 28 sq. ft.; more than half (54.2%) has no separate kitchen in their house; 35 percent uses unhygienic latrine; and 39.2 percent drinks direct tap water which becomes frequently contaminated. According to only 3.7 percent of the Dhaka city rickshaw pullers, the ventilation of their house is enough, while according to the rest 97.4 percent either not satisfactory (93.7%) or not at satisfactory (2.6%). Toilet facilities are also awful and insufficient. We observed that only one toilet is being used by 20-30 rickshaw pullers and majority takes bath in open place using tube well. The dreadful condition of the garage where more than half of the Dhaka city rickshaw pullers live, and toilet facilities has reflected in Picture-2.1.

**Picture-2.1: Snapshots of Dhaka city rickshaw pullers' residence**



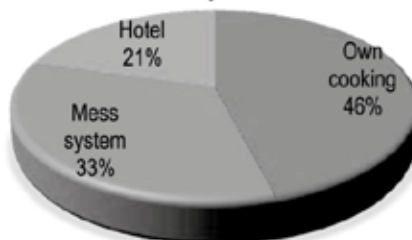
**Picture-2.2: Snapshots of Dhaka city rickshaw pullers' bathroom & Toilet**



### 2.2.2 Food arrangements of the Dhaka city rickshaw pullers

Nearly half (46%) of the Dhaka city rickshaw pullers take own prepared either by himself or by their family meals; one-third (33%) arrange their meal through mess system and another 21 percent take meal from hotel (Chart-2.8). Rickshaw pullers take meal from hotel are extremely vulnerable as, usually, the hotels are roadside and not hygienically safe (see Picture-3.1 in Chapter-Three).

**Chart-2.8: Food arrangement of the Dhaka city rickshaw pullers**



### 2.2.3 State of drug addiction

Despite only 6 percent (Chart-2.9) of the Dhaka city rickshaw pullers reported that they are habituated in marijuana, smoking found endemic among them as 81 percent (Chart-2.10) of them are used in smoking. Rickshaw pullers, on average,

**Chart-2.9: Incidence of drug addiction the Dhaka city rickshaw pullers**



**Chart-2.10: Incidence of smoking among the Dhaka city rickshaw pullers**



smoke 11 times in a day with a minimum of three and maximum 40. They spent, on average, BDT46.2 per day with a minimum of BDT 15/- and maximum of BDT160/- (Table-2.8). On average, Dhaka city rickshaw pullers spent about 13 percent of their net daily income for smoking.

**Table-2.8: Frequency and daily cost of smoking of the Dhaka city rickshaw pullers**

Daily	Mean	Minimum	Maximum	Std. Deviation
Frequency of smoking	10.8	3	40	6.82
Cost (BDT) of smoking	46.2	15	160	239.75





## Chapter Three

### Work Place Conditions of the Dhaka City Rickshaw Pullers

This chapter describes rickshaw pulling as an occupation and working conditions while pulling rickshaw. Choice of rickshaw pulling as occupation, time of rickshaw pulling, income from rickshaw pulling, Food and toilet during rickshaw pulling, activity during leisure, etc. have been presented. All 200 rickshaw pullers have been considered in the analysis.

### 3.1 Rickshaw pulling as occupation

#### 3.1.1 Duration in rickshaw pulling

In total, Dhaka city rickshaw pullers engaged in rickshaw pulling, on average, for 12.6 years. Of this average, 11.0 years in Dhaka (Table 3.1). So, the duration in rickshaw pulling is considerably high and despite they migrate from outside Dhaka they adopted the profession mostly in Dhaka. When checked it is evident that 80.3 percent of the Dhaka city rickshaw pullers started rickshaw pulling in Dhaka city. That is, they came in Dhaka city for work/job and adopted rickshaw pulling as an easy and available option.

**Table-3.1: Duration (year) in Rickshaw pulling**

Duration (year)	Percent (N=200)	Descriptive statistics
1-5	27.0	Average total = 12.6 years Minimum = 1 month Maximum = 40 years Average in Dhaka = 11.0 years
6-10	26.5	
11-15	15.5	
16-20	11.5	
21 & more	19.5	
<b>Total</b>	<b>100.0</b>	

**Table-3.2: Previous occupation of the Dhaka city rickshaw pullers**

(Multiple response up to 2)

Previous occupation	No. of response	Percent (N=189*)
Nothing	20	10.6
Day labourer	108	57.1
Petty business	26	13.8
Agriculture	23	12.1
Factory Worker	8	4.2
Garments worker	7	3.7
Transport worker	4	2.1
Others	5	2.6
<b>Total</b>	<b>201</b>	<b>-</b>

\*11 no response

#### 3.1.2 Previous occupation

Rickshaw pullers were engaged in varieties of occupations before started rickshaw pulling. Majority (57.1%) of the rickshaw pullers of Dhaka city was day labourer prior to become a rickshaw puller. Other occupations of the present Dhaka city rickshaw pullers were engaged in smaller proportions are petty business 13.8%, agriculture 12.1 percent, factory worker 4.2 percent, garments worker 3.7 percent, transport worker 2.1 percent and other occupations 2.6



percent (Table-3.2). It is evident that 10.6 percent of the present Dhaka city rickshaw pullers had no occupation.

### 3.1.3 Reasons of adopting rickshaw pulling as profession

Highest proportion (58.4%) of the Dhaka city rickshaw pullers mentioned that they have adopted the profession as they did not get any other job. This is closely followed by don't need capital & skill 55.1 percent. Other reasons mentioned by considerable proportion are 'more income in less time 41.6 percent, regular income 35.1 percent, and independent job 31.4 percent (Table-4.3). Findings indicate that rickshaw pulling, despite an arduous job, pulling the migrated rural people through its positive features.

**Table-3.3: Reasons behind adopting rickshaw pulling**  
(Multiple response up to 5)

Previous occupation	No. of response	Percent (N=185*)
Didn't get other job	108	58.4
Don't need capital & skill	102	55.1
More income in less time	77	41.6
Regular income	65	35.1
Independent job	58	31.4
Others	7	3.8
Total	417	-

\*15 no response

### 3.1.4 Intended further period of rickshaw pulling

Despite a hard job, Dhaka city rickshaw pullers showed their desire to be in the profession for average another 9.1 years. It is to be noted here that the present average age of the rickshaw pullers is 37 years. That is, they perceived that they can pull rickshaw until the age of 46 years. As expected, the intended average year to be in rickshaw pulling has increased with the present age of the rickshaw pullers.

The average intended years of the rickshaw pullers is 11.5 years for the rickshaw pullers aged 20-29 years which has continuously decreased to 9.1 years for rickshaw pullers aged 30-39 years, 8.1 years for rickshaw pullers aged 40-49 years, 7.1 years for rickshaw pullers aged 50-59 years and 5.5 years for rickshaw pullers aged 60 or more (Table 3.4). it

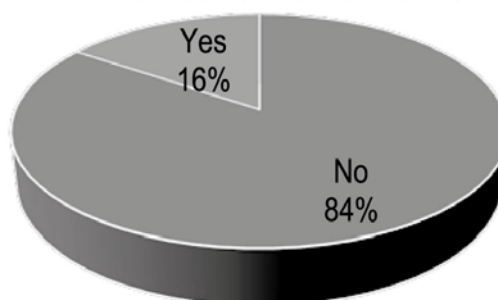
<b>Table-3.4: Rickshaw pullers' age and intended further years of rickshaw pulling</b>	
<b>Age (year)</b>	<b>Mean year</b>
20-29	11.5
30-39	9.1
40-49	8.1
50-59	7.1
60 & more	5.5
<b>Total</b>	<b>9.1</b>

is, however, important that rickshaw pullers presently aged 60 or more years still

intend to pull rickshaw for another 5.5 years and rickshaw pullers presently aged 50-60 years intend to pull rickshaw for further 7.1 years. It appears that despite it is tough for them to continue rickshaw pulling they do not have any other option.

Considering rickshaw pulling as arduous job rickshaw pullers were asked whether they leave the occupation if work with same income found. Interestingly 84 percent rickshaw pullers reply negative and only 16 percent positive. Those who want to leave mentioned two major reasons, i.e., 'too hard' and 'no honour' (Chart-3.1).

**Chart -3.1: Whether leave rickshaw pulling if other work found with same income**



## 3.2 Time in the year pull rickshaw and frequency of rural home visit

### 3.2.1 Time in the year pull rickshaw

As seen in Chart-3.2, slightly more than two-thirds (84%) of Dhaka city rickshaw pullers pull rickshaw throughout the year, while rest 16 percent not. Among those who do not pull rickshaw (31) throughout the year, about three-fourths (23) remain off during harvesting season, 6 (19.4%) during summer and 2 during monsoon (Table-3.5). It appears that as in rural Bangladesh jobs are available during harvesting season with reasonable wage, some rickshaw puller gets engaged there.

**Chart-3.2: Whether pull rickshaw throughout the year**



**Table-3.5: Time in the year not pulling rickshaw**

Previous occupation	No. of respondent	Percent
During harvest	23	74.2
During summer	6	19.4
During monsoon	2	6.5
Total	31*	100.0

\*Others pull rickshaw whole year

### 3.2.2 Frequency of rural home visit

As expected, overwhelming majority (86%) of the Dhaka city rickshaw pullers regularly visit their rural house irrespective of whether they live with family or not in Dhaka (Chart-3.3). On average, Dhaka city rickshaw pullers visit their rural house in 5 months or 150 days with a minimum of 7 days and maximum of three years. Highest proportion (26.2%) visit rural house by 16-30 days. This closely followed by 23.2 percent between 1-3 months. A considerable proportion (17.1%) visit their rural house in every 5 days. Overall, more than 80 percent of the Dhaka city rickshaw pullers visit their rural house within 6 months (Table-3.6).

Chart-3.3: Whether visit rural house



In each visit, rickshaw pullers stay, on average, 8 days in their rural house with a minimum of one day and maximum of 30 days (Table-3.6). Findings reveal that Dhaka city rickshaw pullers are considerably mobile and rooted into their rural home.

Table-3.6: Frequency of visiting rural house

Frequency (Days)	No. of respondent	Percent	Cumulative Percent	Descriptive statistics
15 Days	28	17.1	17.1	<u>Gap between visits</u> Average = 150 Days Minimum = 7 Days Maximum = 3 years
16-30 Days	43	26.2	43.3	
1 -3 Month	38	23.2	66.5	
3-6 Months	23	14.0	80.5	<u>Stay in each visit</u> Average = 8 Days Minimum = 1 Days Maximum = 30 Days
> 6 Months	32	19.5	100	
<b>Total</b>	<b>164</b>	<b>100</b>		

### 3.2.3 Days and hours of rickshaw pulling

Days in a week pull rickshaw: Nearly two-thirds (62%) of the Dhaka city rickshaw pullers pull rickshaw seven days in a week, slightly more than one-

Chart-3.4: Days in a week pulling rickshaw



fourth (28%) six days in a week and 10 percent five days in a week (Chart-3.4). As most of the rickshaw pullers stay in Dhaka without family and do not have any other work to do, they used to pull rickshaw for all days in the week.

Shift of rickshaw pulling: There are shifts in the day for the rickshaw pullers. Usually it is morning (Dawn to 2:00pm), afternoon (2:00pm to 12:00 am) and night (12:00 am to Dawn). As seen in Table-3.7, Dhaka city rickshaw pullers are not confined to any one shift. They are used to pull rickshaw in different shifts. Overwhelming majority (91.6%) of the Dhaka city rickshaw pullers pull rickshaw in the morning shift and in the afternoon shift (83.2%). A considerable proportion (60.3%) pull rickshaw in night shift. It is found that 2 rickshaw pullers pull rickshaw for the whole day.

**Table-3.7: Shift of rickshaw pulling**  
(Multiple response up to 3)

Shift	Responses	Percent (N=190*)
Morning	174	91.6
Afternoon	158	83.2
Night	115	60.5
Whole day	2	1.1
Total	449	-

**Table-3.8: Hours in a day pulling rickshaw**

Hours	Responses	Percent (N=190*)	Descriptive statistics
6 hours	19	10.0	Average = 8.9 hrs. Minimum = 6 hrs. Maximum = 16 hrs.
7-8 hours	82	43.2	
9-10 hours	57	30.0	
11-12 hours	30	15.8	
12+ hours	2	1.1	
Total	190	100.0	

Hours in a day pulling rickshaw: On average rickshaw pullers pull rickshaw for about nine hours a day with a minimum of three hours and maximum of 16 hours. Highest proportion (43.2%) pulls rickshaw seven to eight

hours a day. This is followed by 30 percent 9-10 hours, 15.8 percent 11-12 hours and 10.0 percent six hours in a day. It is important that two rickshaw pullers pull rickshaw for 16 hours in a day (Table-3.8).

Rest during rickshaw pulling: It is already mentioned that rickshaw pulling is an arduous job. So, it is very difficult to pull rickshaw continuously; rest is a must. During rickshaw pulling, on average, rickshaw pullers rest in every 107 minutes with a minimum of 30 minutes and maximum of 300 minutes.

**Table-3.9: Place of rest during rickshaw pulling**

Place	No. of rickshaw puller	Percent
Tea stall	70	37.0
Under tree	62	32.8
Garage	37	19.6
Home	20	10.6
Total	189	100.0



That is, during average nine hours rickshaw pulling, rickshaw pullers rest for about five times. There is no fixed place for rest of the Dhaka city rickshaw pullers. As seen in Table-3.9, highest proportion (37.0%) rickshaw pullers rest in roadside tea stall which is closely followed by under tree (32.8%), garage (19.6%) and at home 10.6%.

**Table-3.10: Activities during leisure time**  
(Multiple response up to 5)

Activity	No. of response	Percent (N=176*)
Rest/sleep	169	96.0
Gossiping	95	54.0
Listening song	56	31.8
Site seeing	22	12.5
Watch movie	20	11.4
Watch TV	15	8.5
Play	13	7.4
Others	12	6.8
Total	402	–

\*24 no response

Activity of the rickshaw pullers during leisure: Dhaka city rickshaw pullers pull rickshaw, on average, 8.9 hours per day. So, they have about 15 hours daily for sleep, rest and other activities. As most of them live without family, it is important how they pass their leisure time. They were asked about their activities during leisure. Respondents could mention multiple activities. As seen in Table-3.10, 176 respondents (24 no response) made 402 responses. Almost all (96%) Dhaka city rickshaw pullers either rest or sleep during leisure. This is followed by 54.0 percent gossiping, 31.8 percent listening song, 12.5 percent site seeing, 11.4 percent watch movie, 7.5 percent watch TV, 7.4 percent play and 6.8 percent other. Others include

accompany children, sitting in shop and visiting prostitute<sup>16</sup>. Despite Dhaka city rickshaw pullers spent their leisure time in varieties of activities, it is evident from the findings that none of them engaged in productive activities. Thus, there is a scope of engaging the rickshaw pullers in training and organizational activities.

### 3.2.4 Food and toilet during rickshaw pulling

#### Food during rickshaw pulling:

Rickshaw pullers need frequent food and drink during rickshaw pulling as it is an arduous job. It appears that place of food of the Dhaka city rickshaw pullers during rickshaw pulling is totally

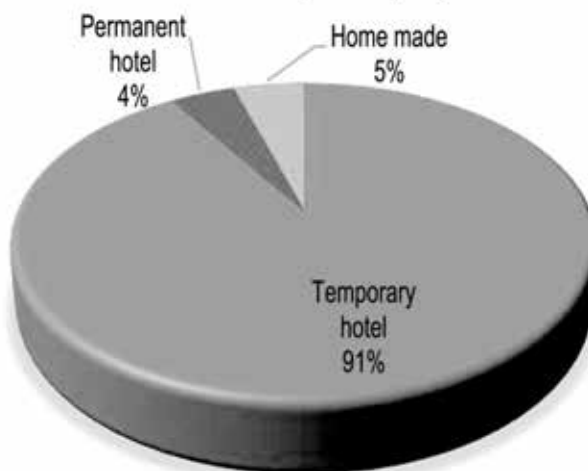
**Picture-3.1: Roadside hotel for rickshaw pullers' meal**



16 It may be noted that, despite underreporting, 4 respondents mentioned visiting prostitutes.

unsafe. More than ninety percent (91%) of the Dhaka city rickshaw pullers take their food from temporary roadside hotel, which is known as *Italian Hotel* because of customers eat sitting on *onita*(brick). Yet it is important that, nowadays, these hotels are providing self-employment opportunities for the women (Picture-3.1) However, the question of safety of the food remains as a big issue. Other two sources of food for smaller proportions of the rickshaw pullers are home made five percent and permanent hotel four percent (Chart-3.5).In addition, rickshaw pullers consume huge amount of bread, banana and snacks during rickshaw pulling from the roadside temporary shops throughout the city.

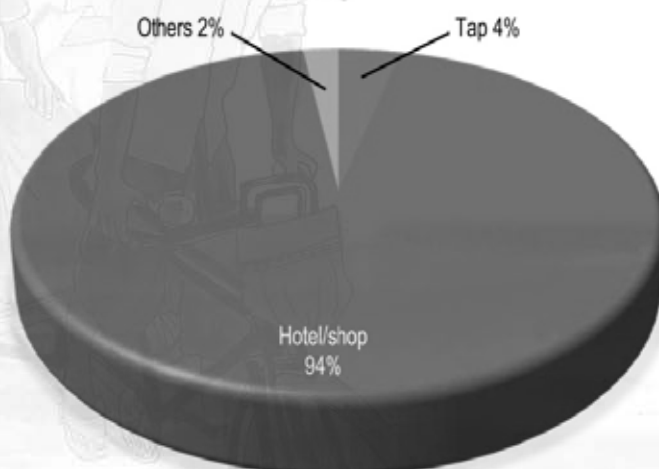
Chart-3.5: Place of food during rickshaw pulling



#### Drinking water during

rickshaw pulling: Drinking water during rickshaw pulling is also very important for the rickshaw pullers. For drinking water during rickshaw pulling, 94 percent

Chart-3.6: Source of drinking water during rickshaw pulling

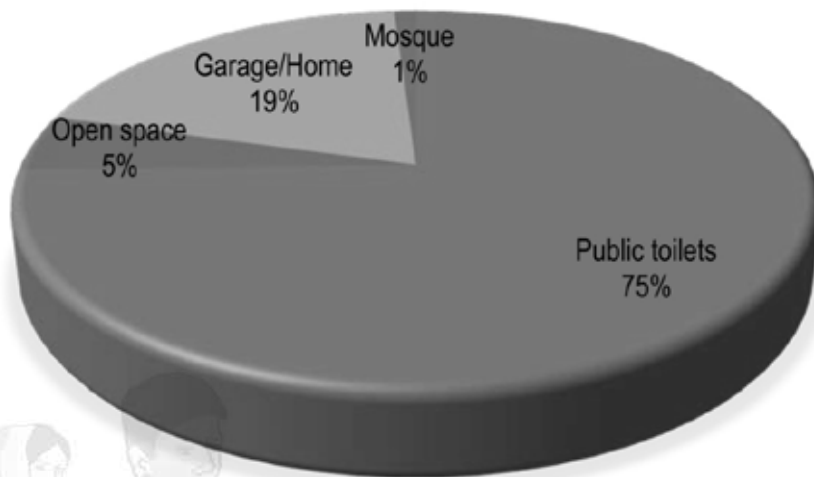


rickshaw pullers use the roadside hotels. The rest four percent use tap and two percent other (bottled/boiled) sources for drinking water (Chart-3.6). So, both in terms of food and drinking water Dhaka city rickshaw pullers are likely to endangering their health.

Toilet use during rickshaw pulling: In terms of toilet,

however, majority of the Dhaka city rickshaw pullers, during rickshaw pulling, use safe toilet. Three-fourths of the rickshaw pullers use public toilets during rickshaw pulling. Another 19 percent use toilet of garage/home. A small proportion (5%) of the rickshaw pullers mentioned that they use open space for toilet during rickshaw pulling (Chart-3.7).

**Chart-3.7: Place of toilet during rickshaw pulling**





## Chapter Four

### Conditions of Rickshaw Pulling of the Dhaka City Rickshaw Pullers

This chapter of the report describes the conditions of rickshaw pulling and hazards faced by the rickshaw pullers of Dhaka city. Legal issues of rickshaw pulling has also been discussed. Quantitative data collected through survey of rickshaw pullers covered (200) in the present study as well as qualitative data collected from the rickshaw garage owners have been presented and analysed.

#### 4.1 Ownership of rickshaw & conditions

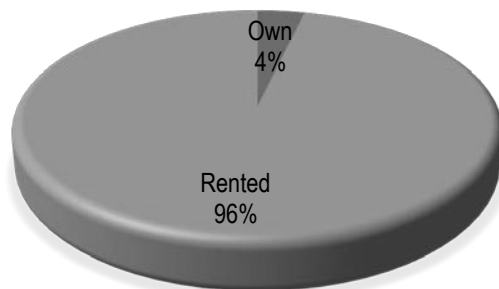
##### 4.1.1 Ownership of rickshaw

Almost none of the Dhaka city rickshaw pullers own the rickshaw they pull, only four percent own rickshaw. Another 96 percent pull rickshaw on rent (Chart-4.1). It is likely as it is already seen that majority of the Dhaka city rickshaw pullers migrated from other areas of Bangladesh and stay in Dhaka without family with temporary arrangements. To own and maintain a rickshaw is difficult in Dhaka city. Thus, it is convenient to hire a rickshaw on rent. Rickshaw pullers rent rickshaw for a shift and pay, on average, BDT113/- with a minimum of BDT 100/- and maximum of 120/- per day.

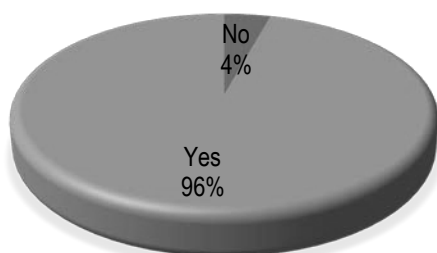
It is to be noted that none of the rickshaw pullers requires any written contact with the owner of the rickshaw for hiring the rickshaw. Rickshaw pullers also need no security money for hiring rickshaw on rent.

**Maintenance cost:** It is impressive that 96 percent of the Dhaka city rickshaw pullers said rickshaw owners took necessary measures for maintenance of the rickshaw. Only 4% replied negative in this regard (Chart-4.2). In case of accident, however, majority of the rickshaw pullers reported that they require to bear all repair cost, 38 percent bear by owner and four percent both rickshaw puller and owner (Chart-4.3).

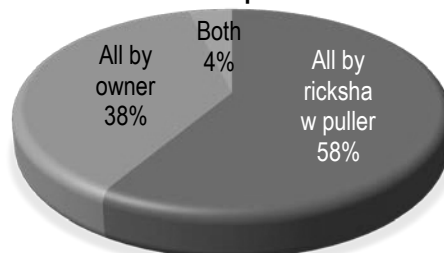
**Chart-4.1: Ownership of rickshaw**



**Chart-4.2: Whether the owner bear the cost of maintenance**



**Chart-4.3: In case of accident who bear the repair cost**



#### 4.1.2 The rickshaw garage

Rickshaw pullers rent rickshaw from garage owners. A garage owner has number of rickshaws. According to the data collected from garage owners, number of rickshaws in a garage range from 12 to 100. Garage owners have chosen rickshaw business because of varieties of reasons. Some of these are:

- For employment and living
- Requires minimum investment
- Reasonable profit/return
- Less complexity and relatively easy operation
- Become familiar as rickshaw puller earlier
- Independent business
- No physical labour required

#### 4.1.3 Facilities received by the rickshaw pullers from garage

Dhaka city rickshaw pullers receive some facilities from the rickshaw garage despite the quality of services is not good. Among the 200 rickshaw pullers of the present study, 15 were no response in this regard. Among the rest 185, 37 (20%) do not receive any facility from garage. The rest 148 mentioned one or more facilities (multiple response) received from rickshaw garage. Highest 76.2 percent rickshaw pullers mentioned that they can 'rest' in their garage. This is followed by 'living' 60.5 percent, 'loan' 24.3 percent and 'food' 10.8 percent.

Garage owners mentioned that they

**Table 4.1: Facilities received from rickshaw garage**

Facilities	No. of response	Percent (N=185)*
Nothing	37	20.0
Rest	141	76.2
Living	112	60.5
Loan	45	24.3
Food	20	10.8
<b>Total</b>	<b>355</b>	-

\*15 no response

provide different facilities to the rickshaw pullers which are almost same as mentioned by the rickshaw pullers (Table 4.1). In addition, garage owners mentioned that they also provide some recreation facilities like T.V., indoor play, radio. Among 20 owners only four mentioned that they provide loan to the rickshaw pullers.

#### **4.1.4 Problems faced by the owners in running rickshaw garage**

We asked the garage owners about the problems they face in running rickshaw garage. Owners mentioned varieties of problems as follows:

- Rickshaw pullers absconded after taking loan
- Rickshaw puller absconded as the rickshaw stolen or snatched or lost
- Rickshaw pullers cause accident as they have no training
- Members of different organisations cause problem in entering rickshaw from one area to another and claims extortion
- Sometimes face scarcity of rickshaw pullers
- Rickshaw pullers are not regular
- Overall, income from rickshaw is becoming low
- Rickshaw stolen/snatched
- Rickshaw license is not available
- Some rickshaw pullers mentioned problem of LEAs
- Rickshaw not permitted on VIP roads

To have more insight about the problems faced by the garage owners we asked them about the problems reported by the rickshaw pullers facing during rickshaw pulling. Following problems are reported:

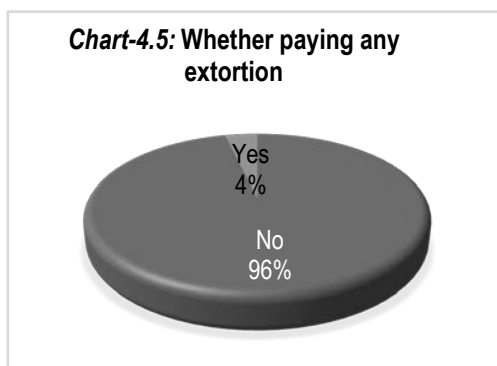
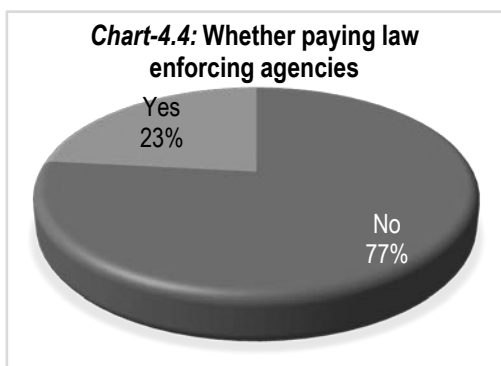
- Rickshaw detained by LEAs and require paying
- Harassment by LEAs including beating
- Rickshaw repair problem
- Problem of accommodation
- Low income due to traffic jam
- Rickshaw stolen/snatched
- Road condition bad

Garage owners also reported some personal problems of the rickshaw pullers as they observed them closely. Some of these are:

- Too much loan at home, require paying heavy installments
- Family disorganisation
- Some rickshaw pullers involved with gambling
- Some rickshaw pullers visit sex workers
- Face accommodation problem in Dhaka
- Rickshaw pullers are generally poor

#### 4.1.5 Whether require paying anyone

About one-fourth (23%) of the Dhaka city rickshaw pullers reported that they require paying to the law enforcing agencies regularly while rest 77 percent reported not require paying (Chart-4.4). It is impressive that almost all rickshaw pullers (96%) do not require to pay any regular extortion anywhere (Chart-4.5). The garage owners also admitted that they do not need to pay extortion anywhere.



#### 4.1.6 Income from rickshaw pulling and rickshaw

Dhaka city rickshaw pullers, on average, earn gross minimum income of BDT364.8 and maximum income of BDT698.1 per day. The average lowest minimum and maximum gross daily income is BDT200/- and BDT800/- respectively, the average

**Table 4.2: Rikshaw Puller's Income**

Daily income	Mean (BDT)	Min. (BDT)	Max. (BDT)	Std. Dev.
Minimum	364.8	200.0	800.0	101.81
Maximum	698.1	300.0	1200.0	142.21
Net (excluding costs)	371.7	100.0	800.0	134.21

highest minimum and maximum gross daily income is BDT300/- and BDT1200/- respectively. The net average daily income of the Dhaka city rickshaw pullers is BDT371.7 with minimum

of BDT100/- and maximum of BDT800/- (Table-4.2). So, the net monthly average income of the Dhaka city rickshaw pullers is about BDT 11,151/-.

Rickshaw owners reported that after bearing all related expenses their net income per rickshaw per day ranges from BDT 30/- to 80/-; that is an average about 55/- . So, if a garage owns 50 rickshaw, the owners earns a net income of about BDT2750/- per day which is not too much.

#### 4.1.7 Legality of rickshaw & rickshaw pullers

Rickshaw license: DCC is the only authority to provide rickshaw license. As already stated, DCC issued 79,554 rickshaw licenses until 1986 and stopped. No new license has been issued since then but issued licenses are renewed every year. However, now, more than one million rickshaws are operating in the streets of Dhaka city. What is the legal entity of these huge numbers of rickshaws? Data given by the garage owners revealed that they use following strategies in this regard:

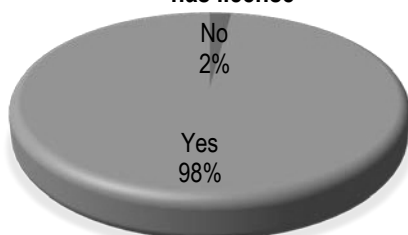
- Some garage owners rent some (20-25 percent of the total) genuine DCC number plates (with license) from those who own it but do not engaged in rickshaw business now, paying around BDT300/- per month per license. However, there are garages with no genuine DCC license at all.
- Some garage owners use number plates for all, or majority proportion of their rickshaws provided by different organisations like Rickshaw-Van Sromik League, Rickshaw-Van Malik Samity, Muktijoddha Rickshaw Unnyon Society, Mukti paribahan Rickshaw-Van Malik Sromik Kalyan Foundation, Bangladesh Muktijoddha Rickshaw-Van Malik Samonnoy Parisad, Bangladesh Muktijoddha Forum Samonnoy Samity, Bangladesh Rickshaw o Van Malik Federation, Jatyo Rickshaw-Van Sromik Union, Etc. Owners require to pay around BDT100/- per month per number plate receiving from these organisations.

It is to be noted here that these organisations do not have any legal authority to provide rickshaw license. However, as owners reported, they compelled to take number plates from these organisations. Otherwise, their rickshaws would be lost (stolen, hijacked, etc.) or they may face extortion and obstacles in plying on roads. In addition, these organisations provide some useful services in case of problems like rickshaws' security (from being stolen and rescue if stolen), helped during accident, freed the rickshaw and driver in case of detained by police, and administrative needs. Majority of the garage owners, however, do not know these organisations. They just received number plates and keep liaison through members/workers of these organisations or through broker. Yet some garage owners found member of maliksamity and mentioned that these organisations perform the above-mentioned activities only. They have no activity related to the rights and welfare of the rickshaw pullers. It is also evident that majority of the garage owners do not know about any rickshaw owners' association. Those who are members they mentioned that there are about 40 to 60 such associations. Furthermore, nearly half of the garage owners never visited DCC for any purpose. The rest half visited DCC mainly for the purpose of license, but they received nothing.

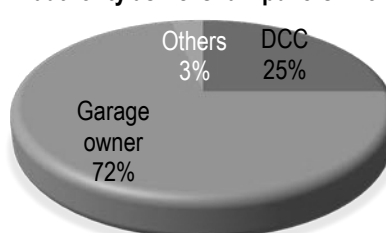
When asked, despite 98 percent of the Dhaka city rickshaw pullers reported that their rickshaw has license (Chart-4.6), 72 percent of the rickshaw pullers mentioned rickshaw garage as the licensing authority (Chart-4.7). As the rickshaw garage has

no authority to provide rickshaw license, these finding indicates that the Dhaka city rickshaw pullers are having false perception about rickshaw licensing authority. One-fourth of the rickshaw pullers, however, claimed that their rickshaws have license provided by DCC.

**Chart-4.6: Whether the rickshaw has license**

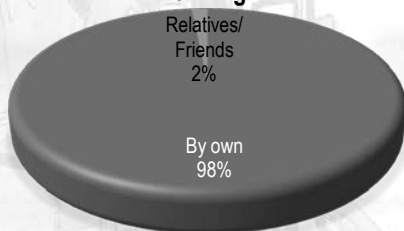


**Chart-4.7: Rickshaw license authority as rickshaw pullers know**

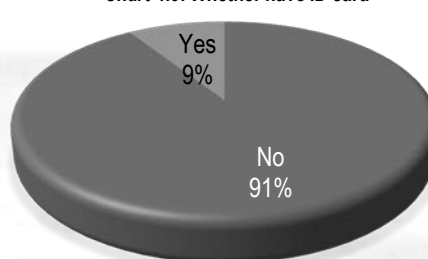


Rickshaw pullers' training and driving license: Rickshaw pulling is very easy work and anybody can acquire necessary skills quickly, may be within an hour. However, as rickshaws are plying on the city streets like Dhaka, knowledge about traffic rules is essential. Rickshaw pullers should be provided with driving license upon successful test on basic skills of rickshaw pulling and knowledge about traffic rules and other relevant subjects. However, despite rickshaw is operating for decades in Dhaka and other areas of the country, there is no provision for providing driving license to the rickshaw pullers. There is no formal arrangement for training of the rickshaw pullers on rickshaw pulling, traffic rules, and other essential matters such as, basic repairing, primary health, etc. In the present study, it is found that, almost all (98%) rickshaw pullers learned rickshaw driving by their own. Only 2 percent learned rickshaw driving from relatives or friends (Chart-4.8). None of the Dhaka city rickshaw pullers possesses driving license. Again, 91 percent rickshaw pullers do not have ID card and nine percent have ID card provided by DCC (Chart-4.9).

**Chart-4.8: How learned rickshaw driving**



**Chart-4.9: Whether have ID card**

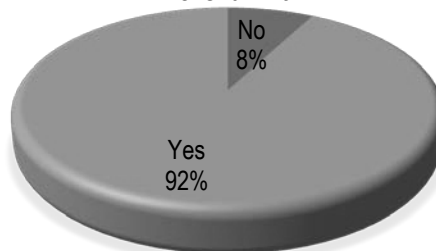


## 4.2 Occupational safety and hazards

### 4.2.1 Fitness of rickshaw

Rickshaw pulling itself is an arduous occupation. In addition, there are issues of safety and hazards. First, keeping the rickshaw fit is the most important for safety of rickshaw pullers as well as for the passengers. It is impressive that almost all (92%) of the Dhaka city rickshaw pullers admitted that their owners take necessary measures to keep the rickshaw fit. Only 8 percent replied negative in this regard (Chart-4.10).

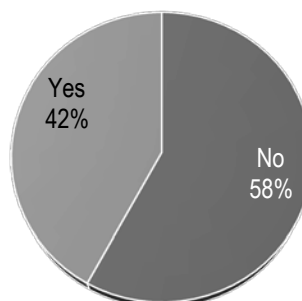
**Chart-4.10: Whether owner keeps rickshaw fit**



### 4.2.2 Confinement of rickshaw puller

Blaming for the main cause of traffic jam, rickshaw has been banned on the major streets of Dhaka city. However, we often see rickshaws plying on the banned roads. This becomes possible as the members of law enforcing agencies (LEAs) allow them in exchange of bribe or just ignore. Sometimes, LEAs seize rickshaw on VIP roads. It is also true, being unaware about the traffic rules, rickshaw pullers often become subject of traffic rule violator. All these led to frequent nabbing of the rickshaw pullers by the LEAs. As seen in Chart-4.11, 42 percent of the rickshaw pullers experienced nabbed one or more times. On average, during rickshaw pulling, rickshaw pullers experienced confinement by LEAs for 5.8 times with a minimum of one and maximum of 10 or more times during their lifetime. Major reasons behind confinement, as reported by the rickshaw pullers, are 'signal violation' and 'driving on VIP roads'. On average, rickshaw pullers are kept detain for about 51 minutes with a minimum of 30 minutes and maximum of 76 minutes. Almost, all rickshaw pullers reported that they got release through bribing and a small proportion reported after some time they were freed by the LEAs. Again, almost all (96%) didn't face any traffic case. However, they have experienced tire puncture and/or take away passenger seats by LEAs. Some rickshaw pullers also reported seizure take away rickshaw by the LEAs.

**Chart-4.11: Whether faced confinement by police**

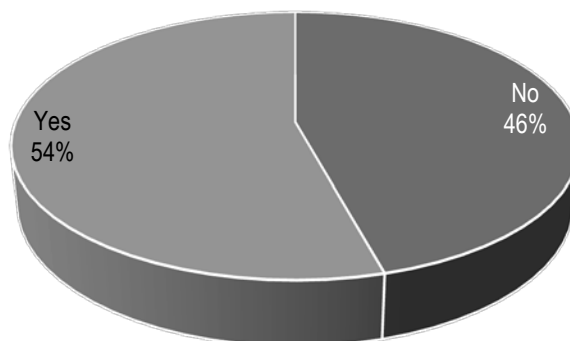




### 4.2.3 Traffic accident faced

Despite not fatal, rickshaw pullers faced frequent accidents. More than half (54%) of the rickshaw pullers faced accident one or more times (Chart 4.12) during rickshaw pulling throughout. On average, rickshaw pullers (who faced accident) faced accident for 6.1 times, minimum of one and maximum 10 or more (about one-fourth).

Chart-4.12: Whether faced accident



Majority of the (59.2%) of accidents were 'with another rickshaw', as such, might not be dangerous. This is followed by 43.9 percent 'with bus', 39.8 percent with 'rickshaw broke down', 26.5 percent 'with car', 8.2 percent with 'human hauler', and 6.1 percent with others (Table-4.3).

**Table-4.3: Type of accident faced by rickshaw pullers**  
(Multiple response up to 5)

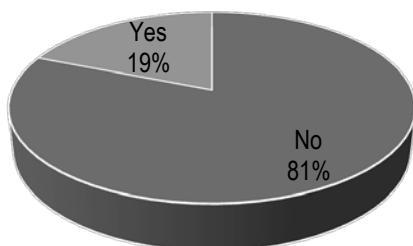
Type of accident	No. of Response	Percent (N=98*)
With another rickshaw	58	59.2
With bus	43	43.9
Rickshaw broke down	39	39.8
With Car	26	26.5
With CNG	14	14.3
With Leguna	8	8.2
Other	6	6.1
<b>Total (N=98)</b>	<b>194</b>	-

\*Only those faced accident

Findings indicate that rickshaw accident happens with all sorts of vehicles on road. However, accidents are not fatal.

Accident causes rickshaw damage and human injuries. In some cases, vehicle with fault require to compensate for that. When checked it is found that 81 percent of the rickshaw pullers, had damage and/or injury, didn't receive any compensation. Only 19 percent reported that they received some compensation (Chart-4.13), average 25 percent of the total cost with a minimum of 10 percent and maximum of 50 percent.

**Chart-4.13: Whether received compensation**



It is likely that during accident rickshaw pullers require help. Data presented in Table-4.4 show that 3.1 percent of the rickshaw pullers didn't receive any help during accident. About one-third each received help during accident from 'passerby' (34%), other rickshaw pullers (32%) and 'owner' 30.9 percent.

**Table-4.4: Source of help during accident**

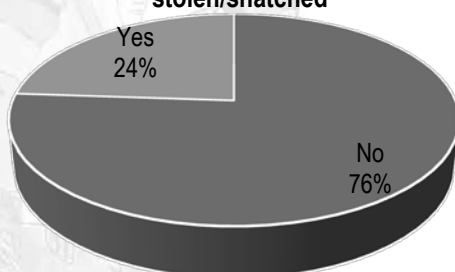
Source of help	Percent (N=97*)
Didn't get any help	3.1
From passerby	34.0
Other Rickshaw pullers	32.0
From owner	30.9
<b>Total</b>	<b>100.0</b>

\*Only those faced accident

#### 4.2.4 Rickshaw stolen or snatched or lost

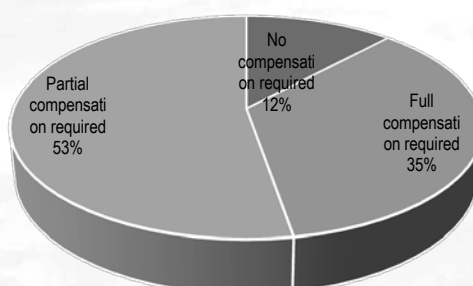
Rickshaw stolen or snatched: It is evident that nearly one-fourth (24%) of the Dhaka city rickshaw pullers lost their rickshaw one or more times due to stolen or snatched (Chart-4.14); on average, two times with a minimum of one and maximum of five times.

**Chart-4.14: Whether rickshaw stolen/snatched**



In case of rickshaw stolen or snatched, rickshaw pullers are usually requiring compensation; 35 percent reported full compensation required, 53 percent partial compensation required, and 12 percent reported no compensation required (Chart-4.15).

**Chart-4.15: Compensation required in case rickshaw stolen/snatched**



## 4.3 Health issues related to rickshaw pulling

### 4.3.1 Incidence of illness among the rickshaw pullers

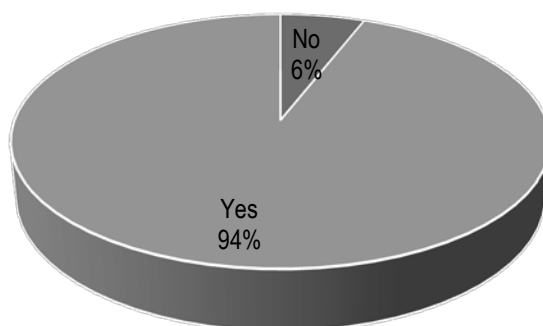
Incidence of disease found endemic among the Dhaka city rickshaw pullers; 94 percent of them reported they suffer from one or more diseases caused by rickshaw pulling (Chart-4.16).

### 4.3.2 Type of disease suffered from

In this regard, one rickshaw puller mentioned up to 6 disease (multiple response). As such, 176 rickshaw pullers, who suffered from diseases (s) made 630 responses mentioning 8 types of diseases

(Table 4.5). The incidence of 'fever' is almost common to all; 90.9 percent of the rickshaw pullers reported this disease. This is followed by 'cough and cold' 71.6 percent, 'pain' 69.3 percent, 'weakness' 47.7 percent, 'jaundice' 30.1 percent, 'dysentery/diarrhea' 25 percent, 'gastric/acidity' 17.0 percent and heart disease 6.3 percent.

**Chart-4.16: Whether become sick due to rickshaw pulling**



**Table-4.5: Type of disease suffered**  
(Multiple response up to 6)

Type of disease	Responses	Percent (N=176)
Fever	160	90.9
Cough and cold	126	71.6
Pain	122	69.3
Weakness	84	47.7
Jaundice	53	30.1
Dysentery/diarrhea	44	25.0
Gastric/acidity	30	17.0
Heart disease	11	6.3
Total response	630	-

\*Only suffered from disease considered

### 4.3.3 Time since suffered from last disease

The frequency of sickness among the Dhaka city rickshaw pullers appears very high. More than one-fifth (21.7%) of the rickshaw pullers suffered from a diseases within last one week, about one-third (30.7%) suffered within last one week to one month, 18.7 percent within last one month to three months, 16.3 percent within last three months to six months and rest 12.7 percent more than six months (Table-4.6). It is evident that more than half of the Dhaka city rickshaw pullers suffered from diseases within last one month, nearly three-fourths (71.1%) within last three months and 87.3 percent within last six months.

Among the last suffered disease, again, fever has been most frequent; 59.9 percent suffered from this. This is followed by 11.4 percent fever, 9.0 percent pain, 8.4 percent diarrhea, 6.6 percent weakness and 4.8 percent other (Table-4.7). It has become clear that 'fever' is the most common disease the Dhaka city rickshaw pullers suffer from. It is also notable that 21 percent of the rickshaw pullers are suffering from cronic disease like rispitory problem, skin disease, pain, hypertension, diabetis, heart disease, etc.

**Table-4.6: Time since suffered from last disease**

Time	Percent (N=166*)	Cumulative Percent
Within 1 week	21.7	21.7
1 week to 1 month	30.7	52.4
1 month to 3 months	18.7	71.1
3 months to 6 months	16.3	87.3
More than 6 months	12.7	100.0
Total	100.0	-

\*Only those suffered from disease considered

**Table-4.7: Type of last disease suffered**

Type of disease	No. of respondent	Percent
Fever	99	59.6
Pain	19	11.4
Jaundice	15	9.0
Diarrhea	14	8.4
Weakness	11	6.6
Other	8	4.8
Total	166	100.0

#### 4.3.4 Place of treatment

Place of treatment of the Dhaka city rickshaw pullers in case of sickness indicates even more vulnerability. Almost all (96.2%) reported that they visit quack doctor or take medicine from pharmacy for their treatment. However, nearly one-third of the rickshaw pullers took treatment from government hospitals. Only 1.1 percent took treatment from private hospital (Table- 4.8). Findings indicate that despite Dhaka city rickshaw pullers face frequent illness their treatment practice endangering their health in the long run.

**Table-4.8: Place of treatment**  
(Multiple response up to 2)

Place of treatment	Responses	Percent (N=186*)
Quack doctor / Pharmacy	179	96.2
Government hospital	63	33.9
Private hospital	2	1.1
Total	244	-

\*14 no response



## Chapter Five

### Behaviour of the Related People with Rickshaw Pullers

Dhaka city rickshaw pullers often subject to impolite behavior from different groups of people they require to deal. This chapter of the report presents the findings derived through analysis of empirical data collected regarding the conduct of the major groups of people rickshaw pullers dealt with in relation to rickshaw pulling. These groups of people are: passengers, owners and law enforcing agency members.

#### 5.1 Conduct of passenger with rickshaw pullers

All rickshaw pullers reported that they faced misconduct of passengers. As multiple response was accepted, there are rickshaw pullers who reported as many as 8 types of misconduct from passengers. As such, 171<sup>17</sup> rickshaw pullers made 914 responses in 8 categories of misconduct (Table-5.1). Almost all (94.2%) rickshaw pullers reported that the passengers 'belittled' them. This is closely followed by 'scolded' 92.4 percent, and 'paid unjust fare' 89.5 percent. Three-fourths of rickshaw pullers had 'quarrel over fare' with passengers. It is evident that 63.7 percent rickshaw pullers reported that they were 'physical assaulted' by the passengers. Other types of misconduct are: 'made wait but didn't return' 52.6 percent, 'fare not paid' 36.8 percent and 'snatched money' 30.4 percent.

**Table-5.1: Passengers' conduct with rickshaw pullers**  
(Multiple response up to 8)

Type of misconduct	Responses	Percent (N-171*)
Belittle/look down upon	161	94.2
Scolded	158	92.4
Paid unjust fare	153	89.5
Quarrel over fare	128	74.9
Physically assaulted	109	63.7
Made wait but not return	90	52.6
Fare not paid	63	36.8
Snatched money	52	30.4
Total	914	-

\*29 no response

---

17 29 no response



## 5.2 Conduct of police with rickshaw pullers

More than ninety (91%) percent of the rickshaw pullers mentioned that they faced different kinds of misconduct from police. While 9 percent mentioned they didn't face any misconduct from the police (Chart-5.1). As multiple response

was accepted, there are rickshaw pullers who reported as many as 8 types of misconduct from police. As

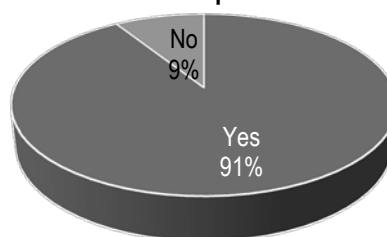
such, 170 rickshaw pullers made 869 responses in eight categories of misconduct. 'Scold' has been mentioned as police misconduct by highest proportion (89.4%) of rickshaw pullers. This is closely followed by 'belittle' 88.8 percent and 'physically assaulted' 78.8 percent. Around two-thirds of the rickshaw pullers mentioned that police pinch the tires of their rickshaw (66.5%) and take away vulpine (62.4%). Untie / take away rickshaw seat has been mentioned by 58.2 percent and another 52.9 percent mentioned 'compel sitting holding ear'.

## 5.3 Conduct of rickshaw owners with rickshaw pullers

Unlike passenger and police, majority of the rickshaw pullers

(60%) reported faced no misconduct from rickshaw owners while 40 percent reported faced misconduct of owners (Chart-5.2). Types of owners' misconduct are 'belittling' 91.2 percent, 'scold' 66.7 percent, 'torture in case of delay returning rickshaw' 50.9 percent, 'take money for maintenance' 8.8 percent and 'physically assaulted' only 3.5 percent (Table-5.3). It appears that there is an amiable relation between the owner and rickshaw pullers.

**Chart-5.1: Whether faced misconduct from police**



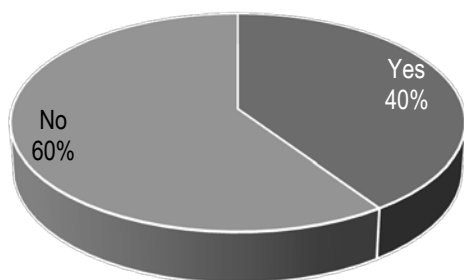
**Table-5.2: Conduct of police with rickshaw pullers**

(Multiple response up to 8)

Type of misconduct	Responses	Percent (N-170*)
Scold	152	89.4
Belittle/look down upon	151	88.8
Physically assaulted	134	78.8
Pinch tires	113	66.5
Take away vulpine	106	62.4
Untie / take away seat	99	58.2
Compel sitting holding ear	90	52.9
Take subscription	24	14.1
Total	869	-

\*30 no response & not face misconduct

**Chart-5.2: Whether faced misconduct of rickshaw owner**



**Table-5.3: Conduct of owners with rickshaw pullers**  
(Multiple response up to 4)

Misconduct of owner	Responses	Percent (N=57*)
Belittle	52	91.2
Scold	38	66.7
Torture in case of delay return	29	50.9
Take more money for maintenance	5	8.8
Physically assaulted	2	3.5
<b>Total</b>	<b>126</b>	<b>-</b>

\*Only pullers faced misconduct considered

## 5.4 Conduct of motor car drivers with rickshaw pullers

Like passenger and police, majority of the rickshaw pullers (92%) reported faced misconduct of motor drivers (bus, truck, car, leguna, CNG, etc.) while only 8 percent reported faced no misconduct from motor drivers (Chart-5.3). Various kinds of misconduct of motor driver are reported by the rickshaw pullers. As multiple response was accepted in this regard, there are rickshaw pullers who reported as many as seven types of misconduct from motor drivers. As such, 173 rickshaw pullers made 600 responses in six categories of misconduct (Table-5.4). Types of motor drivers' misconduct are 'belittling' 89.0

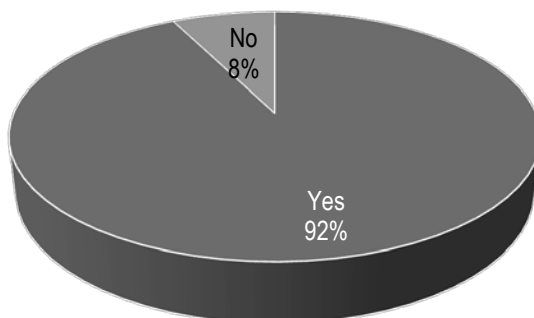
**Table-5.4: Conduct of motor drivers with rickshaw pullers**  
(Multiple response up to 7)

Motor drivers' misconduct	Responses	Percent (N=173*)
Belittle	154	89.0
Scold	151	87.3
Push the rickshaw	133	76.9
Don't give side	73	42.2
Insult	66	38.2
Physically assaulted	23	13.3
<b>Total</b>	<b>600</b>	<b>-</b>

\*Only pullers faced misconduct considered

percent, 'scold' 87.3 percent, 'push the rickshaw on road' 76.9 percent, 'do not give side' 42.2 percent, 'insult' 38.2 percent and 'physically assaulted' 23.3 percent.

**Chart -5.3: Whether faced misconduct of motor driver**



## *Chapter Six*

### **State of Rights and Organisational Involvement of the Rickshaw Pullers**

There is no alternative other than organize the rickshaw pullers to protect their rights and ensure welfare. One of the major objectives of the present study was also identifying the state of awareness about the rights and organizational involvement of the rickshaw pullers so that they can protect their rights and ensure welfare. This chapter presents the state of awareness about the rights of the rickshaw pullers as labour and their involvement in organizations.

According to the Department of Labor, Government of Bangladesh:

- Total rickshaw and van pullers' trade unions registered in Dhaka division is 191 with membership of 1,14,937 (2017)
- Total trade union registered (rickshaw-van pullers) in Dhaka district is 55 (2017)
- Total rickshaw and/or van owners registered organisation is 26 (2017)
- There are five rickshaw puller federation with 29 affiliated unions and 52,747 membership. Interestingly, none of the rickshaw pullers included in the present study found member of these organisations.

#### **6.1 Awareness about the labour rights of the rickshaw pullers**

None of the Dhaka city rickshaw pullers know any of their rights. However, as an important stakeholder of the rickshaw sector and employer of the rickshaw pullers, garage owners mentioned some rights of the rickshaw pullers as human being:

- Appropriate and cheap accommodation
- Training & Driving license
- ID card
- Dress
- Dignity
- Treatment facility
- Education
- Polite behavior from all concern
- Right to drive on all roads and separate lane for rickshaw in VIP roads
- Rickshaw stands
- Logical fare

- Loan on simple terms
- Right to organize
- Drinking water and public toilet
- Ensuring services from city corporations through incorporation in citizen charter

## 6.2 Organisational involvement of rickshaw pullers

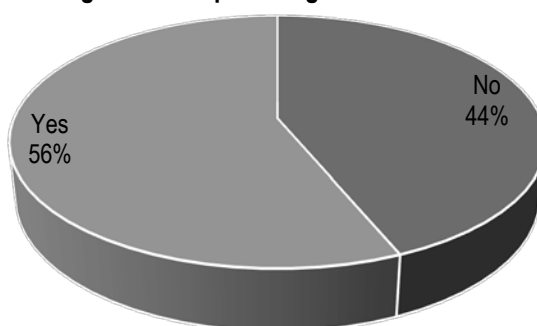
### 6.2.1 Knowledge and involvement with organization

It is already stated that the DCC is the only authority to provide rickshaw license and label. But as, since long, DCC is not issuing any new license and there is huge number of rickshaws without license plying on the streets of Dhaka city, different organisations operating in the rickshaw sector without any lawful authority. Despite these organisations have no authority, they provide the labels in exchange of money. Rickshaw owners are bound to use those labels. Otherwise, they face problem of plying on roads and security of their rickshaw becomes vulnerable. Name of such organisations have been mentioned in chapter four.

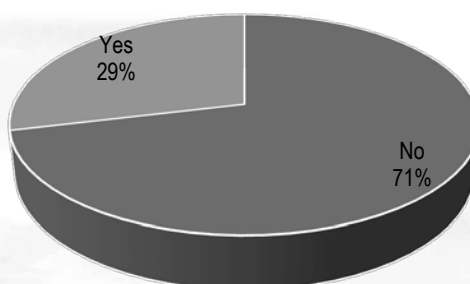
Rickshaw pullers were asked about whether they know about these organisations. More than half (56%) of the rickshaw pullers replied 'yes' while 44 percent replied 'no' (Chart-6.1). However, only five of 103 rickshaw pullers mentioned had contact with one or more of these organisations. Thus, these organisations do not play any role for the interest of the rickshaw pullers. Again, majority (71%) of the rickshaw pullers do not know about any organisation working for the welfare or protecting the rights of the rickshaw pullers. While only 29 percent said they know such organization (Chart-6.2).

Among the rickshaw pullers heard about rickshaw pullers'

**Chart-6.1: Whether know the organisations providing rickshaw labels**



**Chart-6.2: Whether know about any rickshaw puller's organisations/samity**

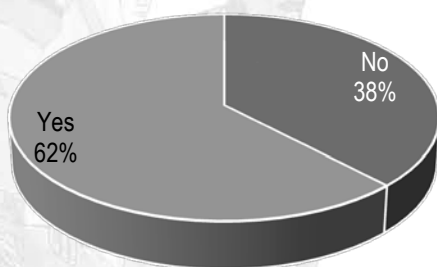


organization, almost all (96%) heard from the garage owner another 12 percent from both garage owner and other rickshaw puller. Among all, only two rickshaw pullers found members of a trade union named 'JatiyoRickshaw ShramikLeague'.

## 6.2.2 Need for rickshaw puller's organization

Despite knowledge and participation in organization of the Dhaka city rickshaw puller is minimal, 62 percent of the rickshaw pullers feel that rickshaw puller should have organisation. Another 38 percent feel not needed (Chart-6.3). They need organization because there is no source of help, savings and receiving loan in need and for safety of the rickshaw pullers. It is, however, evident that rickshaw pullers observe obstacles towards forming organisation. 'Rickshaw pullers are temporary' has been identified as the major obstacle to form organization by more than three-fourths (77.4%) of the rickshaw pullers. Other obstacles mentioned by relatively smaller number of rickshaw pullers are 'rickshaw pullers are not interested' 45.0 percent, 'organisers are opportunistic' 35.0 percent, 'owners do not want organisation' 19.8% and 'there is no good organiser' 13.0 percent (Table-6.1).

**Chart-6.3: Whether rickshaw pullers need any organisation**



**Table-6.1: Obstacle to for rickshaw puller's organisation**

(Multiple response up to 7)

Obstacles	Responses	Percent (N=177*)
Rickshaw pullers are temporary	137	77.4
Rickshaw pullers are not interested	80	45.2
Organisers are opportunistic	62	35.0
Owners don't want organisation	35	19.8
No good organizer	23	13.0
Total	337	-

\*23 no response

Again, very few garage owners have heard about the name of one or two rickshaw puller's organisation. According to them, these organisations are working for following purposes:

- To unite the rickshaw pullers
- To prevent harassment of garage owners



- To prevent LEA harassment
- To prevent extortion demanded by local hooligans
- Protect rikshaw from being stolen/snatched
- Helps in administrative problems

However, all garage owners feel that the rickshaw pullers should have organisation for realizing the following objectives:

- Make them aware and realize their rights
- Savings and credit
- Protect and implement their rights
- To solve different problems / help during crisis

### 6.3 Measures to be taken to improve the conditions of the Dhaka city rickshaw pullers:

We asked the rickshaw pullers about what measures required to be taken to improve the conditions of the Dhaka city rickshaw pullers. More than one suggestion has been accepted. By this way, 172<sup>18</sup> rickshaw pullers made 412 responses in 15 categories which have been presented in Table-6.2. It is evident that rickshaw pullers suggested measures mostly related to the major issues already revealed in the previous chapters. Among the suggestions, 'stop police harassment' has been mentioned by highest number of rickshaw pullers. This is followed by 'arrange legal/right/license 32.6 percent, 'lift ban on VIP road' 31.4 percent. About one-fifth

**Table-6.2: Measures to be taken to improve the conditions of the rickshaw pullers**  
(Multiple response up to 5)

Measures require	Responses	Percent (N=172*)
Stop police harassment	67	39.0
Arrange legal right/license	56	32.6
Lift ban on VIP road	54	31.4
Provide allowance during crisis	36	20.9
Automation of rickshaw	35	20.3
Good conduct from all	28	16.3
Improve road condition	27	15.7
Reduce garage cost	26	15.1
Accommodation	17	9.9
Rest facility	14	8.1
Arrangement for savings & loan	14	8.1
Health facility	13	7.6
Organise rickshaw pullers	11	6.4
Reduce traffic jam	8	4.7
Others	6	3.5
<b>Total</b>	<b>412</b>	<b>-</b>

\*28 no response

<sup>18</sup> 28 no response

of the rickshaw pullers suggested 'provide allowance' and 'automation of rickshaw' each. have been reflected. Other suggestions are improve road condition 15.7 percent, reduce garage cost 15.1 percent, 'accommodation' 9.9 percent, 'rest facility' 8.1 percent and so on (Table 6.2).



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# Appendix-1

## Wheel Tax Section of DCC on Rickshaw in Dhaka City

*<http://old.dncc.gov.bd/wheel-tax/>*

The word “rickshaw” comes from the Japanese “jinrikisha” which means literally man powered vehicle. The name was originally given to the hand pulled rickshaws, which thronged Asian cities in the year 1920’s and 1930’s, but now it applies to the cycle-rickshaws of Bangladesh. The hand pulled rickshaws have all but disappeared. Only in Calcutta do they still operate. Now a day the hand pulled rickshaws are considered as a cruel and anachronistic form of transport. Yet when it was first introduced in Japan in the 1870’s, represented real technological progress.

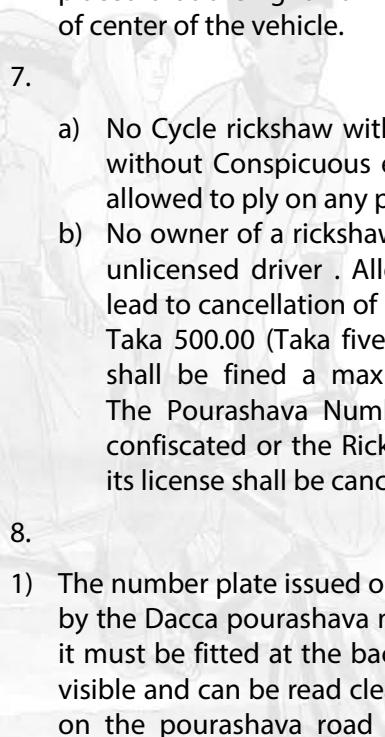
The first cycle rickshaw in Bangladesh appeared in the 1930’s. These were brought from Calcutta, which were rather different to today’s model. The seat was of black leather and more comfortable, the hood was of khaki canvas and the iron frame of pipe, painted green or black. It was not until the 1950’s that colourful decorations were added. It was easy to see where the design had come from black smith and mechanic in Dhaka are copying it, though a few changes occurred in the process e.g. Angle iron replaced steel pipe in the frame and mild steel replaced high carbon steel in the springs. Hand pulled rickshaws were never common in Dhaka. When the cycle rickshaw appeared, the horse carriage was the main form of public transport and their drivers gave the early rickshaw pullers a hard time. But the rickshaw pullers had the last laugh, for their vehicles proved more efficient, and soon displaced the horse drawn carriage. By the late 1950’s the latter had virtually disappeared from Dhaka. Rickshaw is a 3 (Three) wheeled Non-Motorized vehicle. It is driven by a man, who is called Rickshaw-Puller. Since the establishment of the then Dhaka Corporation in the year 1864, the registration of Rickshaw has been started. Two adult and one minor person can travel by a Rickshaw. It is such a vehicle, which keeps the environment free from pollution. It can move easily even in a narrow lane. It is an easy, cheapest and comfortable transport for everybody. Now the rickshaw is a most essential and unavoidable transport in presence of modern mechanized motor vehicles. This transport is meant for middle class people for easy transportation. This three-wheel rickshaw protects the environment of the Dhaka City from all kinds of air pollution although some time it creates traffic hazard. As a result administration has to restrict pulling of rickshaw a few roads in Dhaka City.

### **Laws and Bye laws**

Draft Bye- laws under sections 118 and 119 of the City Corporation Administration Ordinance 193

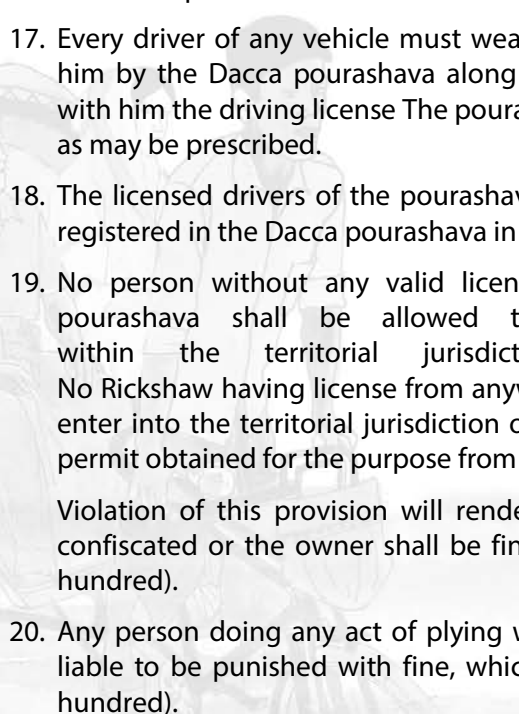
1. In these Bye laws unless there is anything repugnant in the subject or context
  - a) " Vehicle" includes hackney carriage, tricycles, cycle rickshaw (vehicles propelled by pedaling for the conveyance or passenger) carts drawn by bullock and horses, handcarts, two wheeled van, three wheeled van and four wheeled van (other than those Register able with the Government under the relevant a Government rules), wheeled barrows and other carts propelled by manual labour, trailers and all other forms of wheeled conveyance capable of being used on the public road, but not toys for the use of children , or perambulators of similar baby carriages .
  - b) "Driving" includes leading, riding or otherwise controlling any vehicles or animals.
  - c) "Pourashava Roads" include streets , lanes , by – lanes or any public through fares within the territorial jurisdiction of the Dacca pourashava.
  - d) "Traffic Sign" includes all signals, warning signal posts, direction posts signs, traffic lights, traffic lines and other marks on the surface of the street and other devices erected by any person or authority authorized under Motor Vehicle Act, 1939 and the rules made there under, or under any other law for the information, guidance and direction of drivers of vehicles or of other persons.
  - e) "Chairman" means the Chairman or the Administrator of the Dacca Pourashava and includes the Vice-Chairman.
  - f) "Registering Officer" shall mean the Chairman / Vice – Chairman of the pourashava and shall include any officer authorized by the Chairman in his behalf.
  - g) "Pourashava" means Dacca pourashava.
2. Every Vehicle and kept within the territorial jurisdiction of Dacca pourashava shall be annually registered by the registering officer appointed for the purpose by the Dacca pourashava. The Registering officer shall keep a Register in which he shall enter the number assigned to every vehicle and such other particular of the vehicle in its owner and the premises where it is to be kept as may be deemed fit by the Dacca pourashava.
3. The size, shape and body of each vehicle must be decent , strong, well secured and fit for the purpose it is used and the judgment of the Chairman, Dacca pourashava , in this respect shall be final .
4. The body of the Rickshaw shall be sound and clean and all the boards strong and properly secured and it must be spacious enough in breadth to accommodate two healthy persons comfortably.



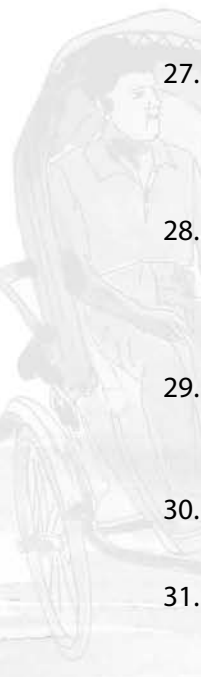
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- a) The wheels shall be rubber -tyred, strong and sound so as to run true and without rutting or shaking and shall be protected by properly fitted splash boards.  
The springs and axles shall be made of metal, strong and properly riveted and free from rust.
  - b) The iron supports at the back shall be properly curved and securely at each side, strong and sound metal and free from rust.
  - c) The shafts shall be of sound wood, strong and securely fixed and furnished at the fore-ends with the ring-shaped metal supports and connected by collision guard.
  - d) The hood apron and cushion shall be made of and covered with good cloth canvas or other materials approved by the Dacca pourashava. The hood and apron shall be so fitted as to make the vehicle water right and all iron works shall be painted black.
5. No Rickshaw shall be oiled on the pourashava roads with any defective part in it.
  6. Every vehicle must have headlight and a good pair of lamps at the back. Each lamp at the back shall have a red glass window in the back and shall be so placed that the light from the window is visible from a point ten yards in near of center of the vehicle.
7.
    - a) No Cycle rickshaw without being registered in the Dacca pourashava and without Conspicuous exhibition of the said Registration Number shall be allowed to ply on any pourashava road.
    - b) No owner of a rickshaw shall allow his vehicle (Rickshaw to be plied by an unlicensed driver . Allowing an unlicensed driver to ply a rickshaw shall lead to cancellation of its registration or payment of fine up to maximum of Taka 500.00 (Taka five hundred) only and the unlicensed rickshaw driver shall be fined a maximum of Taka 300.00 (Taka three hundred) only. The Pourashava Number as aforesaid shall be liable to be seized and confiscated or the Rickshaw so seized be one roistered in the pourashava its license shall be cancelled .
8.
    - 1) The number plate issued or the number impressed on the body of the rickshaw by the Dacca pourashava must be kept free from any damage whatsoever and it must be fitted at the back side of the rickshaw in such a way that it may be visible and can be read clearly from a reasonable distance. Any rickshaw plying on the pourashava road without exhibition of the pourashava Number as

aforesaid shall be liable to be seized and confiscated or if the Rickshaw so seized were one registered in the pourashava its License shall cancelled.

- 2) It will be competent for the pourashava to fix the rate of daily rent of a rickshaw owner by its driver.
- 3) Any rickshaw owner demanding or realizing any amount towards daily rent for any rickshaw at any rate higher than that fixed by the pourashava shall commit an offense punishable under section 116 of the Municipal Administration Ordinance. This shall also render his license to cancellation by pourashava.
9. No printed, written or other matter shall appear on the inside or outside of any vehicle by way of advertisement or display without the written permission from the Registering officer.
10. No Rickshaw shall carry more than 2 adults and a child or any luggage or goods the size of which exceeds in length and breadth the size of the rickshaw.
11. A table of fares and distance shall be prepared by the Dacca pourashava in respect of every type of vehicle under this by-law and the same shall be published in such manner as the pourashava deems proper and the pourashava shall keep the copies of the same ready for sale to the public at. 50 paisa per copy and supply copy the same along with the license and produce the table and license when called upon to do so by any officer or member of the pourashava.
12. The horses and bullocks used in vehicles must be free from any infections and contagious disease and must be physically fit for constant hard work and the harnesses must be of decent appearance and in case of rope or chain they must be covered with lather or other suitable materials approved by the Registering officer.
13. For the issue, transfer or renewal of licenses a fee shall be charged the pourashava according to scale under the rules.
14. Any persons driving any vehicle within the jurisdiction of the pourashava shall be required to take license for that purpose from the pourashava. The Registering officer registers containing the names and such other particulars of the drivers that may be deemed necessary . The license will be initially granted for a financial year and may be renewed every year.
15. Qualification of Driver –
  - 1) every persons applying for a Driver's license shall be required to satisfy the Registering officer.

- 
- a. That he knows how to drive and control the type of vehicle for driving of which he requires the license and that he is a fit person in all respects for such employment.
    - b. That he is well acquainted with the principal streets, offices and places of interests in and around the Dacca pourashavaarea .
    - c. That he has a thorough knowledge of the list of fares and tables of distance prepared by the Dacca pourashava.
    - d. That he knows the rules of the road and the traffic signs used drivers and by the traffic.
  - 2) It will be competent for the pourashava to organize training course for the rickshaw drivers and charge such fees for the course as may be fixed by the Chairman with the sanction of the Controlling Authority.
  - 3) The pourashava may cancel the driving license of any one refusing to undergo the training.
  16. The drivers shall wear clean dress or any such uniform that may be specified by the Dacca pourashava.
  17. Every driver of any vehicle must wear in his arm or wrist the Nudge given to him by the Dacca pourashava along with the driving license and must carry with him the driving license The pourashava may charge such fee for the badge as may be prescribed.
  18. The licensed drivers of the pourashava shall not ply any vehicle, which is not registered in the Dacca pourashava in any other pourashava of Bangladesh.
  19. No person without any valid license granted in his favor by the Dacca pourashava shall be allowed to ply any vehicle on any road within the territorial jurisdiction of the Dacca pourashava. No Rickshaw having license from anywhere other than Dacca pourashava shall enter into the territorial jurisdiction of Dacca pourashava without any written permit obtained for the purpose from the Dacca pourashava.

Violation of this provision will render the Rickshaw liable to be seized and confiscated or the owner shall be fined a maximum of Taka 500.00 (five one hundred).
  20. Any person doing any act of plying without any valid driving license shall be liable to be punished with fine, which may extend to Taka 100.00 (Taka one hundred).

- 
21. No driver of any cycle rickshaw shall refuse any passenger to carry him or him or her at any place within the Dacca pourashava jurisdiction without any reasonable cause.
  22. No driver of any public vehicle shall misbehave with any passenger or any member of the public or make any unreasonable or illegal demand of fare or earliest any such fare from any passenger.
  23. If any licensed driver of any kind of vehicle becomes in an unfit stage of health for plying a public vehicle his eye-sight becomes defective during the time of his driving license is in force, his license shall be liable to be cancelled.
  24. Any licensed driver doing anything in contravention of any of these bye laws shall be liable to be punished with fine, which may extend to Taka 100.00(Taka one hundred) and his driving license also shall be liable to be cancelled.
  25. License for each type of vehicle and its driver shall be in different forms and the license shall bear the left- thumb impression of the driver.
  26. It shall be lawful for any pourashava officer authorized by the Chairman, Dacca pourashava any time between sunrise and sunset to enter into any premises on which any vehicle is kept in order to inspect and carryout any provision of the Municipal Administration Ordinance, 1960 and these bye-laws and the owner, driver, occupier or their agents shall afforded every facility to such officers.
  27. It shall be lawful for the Registering Officer any time to cause any vehicle used on hire to be produced before him for the purpose of inspection and it shall be compulsory upon the owner to produce any such vehicle within 48 hours after the receipt of such notice.
  28. It shall be competent for the Dacca pourashava to declare any road , street , lane or by -lane closed to traffic temporarily or declare any road , street , lane or by-lane subject to one way or two way traffic temporarily or permanently the pourashava may also divert traffic from any road , street , lane or by -lane .
  29. The provisions of the Bye – laws of the Dacca Municipality (vide Calcutta Gazette part – I, DATED 25.06 .1924) that are not inconsistent with any of these Bye – laws shall be followed as far as possible .
  30. The drivers of any kind of vehicles shall not park the vehicles except of the sites prescribed by the pourashava.
  31. Violation of the provisions of the bye -laws shall be offense punishable under section 116 of the Municipal Administration Ordinance, 1960.

## Appendix-2

### Instruments Used for Data Collection

#### Organising the Informal Economy Workers: A Study of Rickshaw Pullers in Dhaka City

##### Instrument#1: Interview Schedule for Rickshaw Pullers

(বিভিন্ন বয়সের রিকশা চালকদের থেকে সাক্ষাৎকারের মাধ্যমে পূরণ করতে হবে।)

(ক) রিকশা চালকদের আর্থ-সামাজিক ব্যাকগ্রাউন্ড:

১. অনুগ্রহ করে আপনার নাম  
বলুন:.....
২. আপনার স্থায়ী বাড়ী কোথায়?  
ওপজেলা.....জেলা.....
৩. অনুগ্রহ করে আপনার পরিবারের সদস্যদের সম্পর্কে বলুনঃ [যাদের আয়  
একত্রিত হয় ও যারা সেই আয়ে চলে]

সদস্য নং	সদস্যের ডাক নাম	জে ভার	রিকশা চালকের সাথে সম্পর্ক	বয়স (বছ র)	বৈবাহিকতা					শিক্ষা (শ্রে ণীপ াস)	কি কি কাজ করেন, বছরে কয় মাস করেন এবং তার থেকে মাসিক আয়/মজুরী							
					ডাব	তব্বা	পথক	তালক			ব্যবসা/চাকরী হলে কি ব্যবসা/চাকরী তা সুনির্দিষ্টভাবে লিখুন কোন সদস্য কোন কাজ না করলে কেন করে না তা লিখুন							
											কাজ-১	মাস	আয়/মজুরী	কাজ-২	মাস	আয়/মজুরী	কাজ-৩	মাস
১	রিকশাচালক																	
২																		
৩																		
৪																		
৫																		
৬																		
৭																		

৪. অনুগ্রহ করে আপনার নিজ জমি ও আপনার ব্যবহারে অন্যের জমি ও সেসব থেকে গত এক বছরে আয় সম্পর্কে বলুনঃ
- [জমির পরিমাণ (শতাংশে) ও আয় (টাকায়) লিখুন। গাছ/বাঁশ/মাছ ইত্যাদি ও অন্তর্ভুক্ত]

জমি	নিজ মালিকানার (নিজ ব্যবহারে)			বর্গা/লীজ/বন্ধকী দেয়া			বর্গা/লীজ/বন্ধকী নেয়া		
	ভিটা জমি	চাষী জমি	অন্য, কী?	ভিটা জমি	চাষী জমি	অন্য, কী?	ভিটা জমি	চাষী জমি	অন্য, কী?
পরিমাণ									
এক বছরে আয় (টাকায়)									

৫. অনুগ্রহ করে আপনার বাড়ীর পশুপাখি, অন্যান্য উৎপাদন উপকরণ থেকে গত এক বছরে আয় সম্পর্কে বলুন:

সংখ্যা ও আয়	গরু/গাভি	ছাগল/ভেড়া	হাঁস/মুরগী	অন্য পশুপাখি, কী?	রিকশা/অটোরিকশা/ভ্যান	অন্য, কী?	অন্য, কী?	অন্য, কী?
সংখ্যা								
আয় (টাকায়)								

৬. বছরে পরিবারে মোট যে আয় হয় তাতে সারা বছর খেয়ে-পরে কেমন চলে? ① উদ্বৃত্ত থাকে ② সমান-সমান ③ ঘাটতি পড়ে ④ ঘাটতি কিভাবে পূরণ করেন [একাধিক উত্তর সম্ভব]?

① না খেয়ে ② সরকারী সাহায্য ③ NGO সাহায্য ④ আত্মীয়ের সাহায্য ⑤ NGO ঋণ ⑥ দোকান থেকে বাকী ⑦ অন্য, কি?.....

৭. বর্তমানে আপনার পরিবারে কোনো ঋণ আছে [ব্যাংক, এনজিও, সমিতি, আত্মীয়, প্রতিবেশী, মহাজন, মালিক, দোকান, ইত্যাদি]? ① না ② হ্যাঁ আছে ③ অনুগ্রহ করে বিস্তারিত বলুনঃ

ক্রম	ঋণের উৎস (কে / কোন সংগঠন ?)	কত টাকানিয়েছিলে ন?	কবেকার ঋণ?		সুদের ধরন			কি জন্য নিয়েছিলেন?	বর্তমানে কত বাকী ?	
			বছর	মাস	সুদ নেই	সুদ আছে?			আসল	সুদ
						কতদিনে?	কত?			
১										
২										
৩										

৮. আপনার পরিবারের বর্তমান সঞ্চয় কত? ①সঞ্চয় নেই ①আছে ~~কোথায়~~ কত টাকা? [একাধিক উত্তর সম্ভব]  
 [নগদ কাছে.....টাকা [ব্যাংকে.....টাকা [সমিতিতে.....টাকা  
 [NGO[নাম:.....]......টাকা [অন্য,  
 কোথায়?..... কত?.....টাকা

৯. আপনি বা আপনার পরিবারের কোনো সদস্য কোন NGO/সংগঠন/সমিতি/দলের সদস্য ছিলেন বা আছেন?  
 ①না ①হ্যাঁ ~~অনুগ্রহ করে বিস্তারিত বলুন~~

[একই সদস্য একাধিক সংগঠনের সদস্য হলে পৃথক লাইনে লিখুন ● অতীতে সদস্য ছিলেন তাও লিখুন]

ক্রম	কে সদস্য? (ডাকনাম)	কোন সংগঠনের সদস্য?	কখনসদস্য?		কতদিন সদস্য?		সেখানে সাধারণতঃ কী কী কাজে অংশ নিতে হয়/ হতো?
			বর্তমান	অতীত, কেন বর্তমানে সদস্য নয়?	বছর	মাস	
১							
২							
৩							

১০. আপনার পরিবারের কেউ কোথাও থেকে কোন ভাতা/সাহায্য পান/পেয়েছেন? ①না ①হ্যাঁ ~~অনুগ্রহ করে  
বিস্তারিত বলুন~~

ভাতা→	ভিজি এফ	ভিজিডি	বয়স্ক	বিধবা	প্রতিবন্ধী	মাতৃ	মুক্তিযোদ্ধা	নৌকা	উপবৃত্তি	অন্য, কী?	অন্য, কী?
বর্তমানে পান											
অতীতে পেতেন											

(খ) স্থায়ী বাসস্থান (ঢাকার বাইরে) সম্পর্কিত উপাত্তঃ ① ঢাকার বাইরে স্থায়ী বাড়ী নেই

১১. আপনার স্থায়ী বাড়িটিঃ ① আপনার নিজের জমিতে ② অন্যের যায়গায় আপনি বানিয়েছেন ③ সরকারী যায়গায়  
 ④ ভাড়া/অন্যের ~~মাসিক ভাড়া~~ কত?.....টাকা

১২. আপনার স্থায়ী বাড়িটি কী কী দিয়ে তৈরি? মেঝে: ..... দেয়াল:  
 ..... ছাদ: .....

১৩. আপনার পরিবারের ল্যাট্রিন ব্যবস্থা কী? ① খোলা মাঠ ② কাঁচা ③ জলাবদ্ধ ④ স্যানিটারী ⑤ অন্য,  
 কী?.....

১৪. আপনার পরিবারের খাবার পানির উৎসকি? ① টিউবওয়েল ② পুকুর ③ ট্যাপ ④ কুয়া ⑤ বৃষ্টি ⑥ অন্য,  
 কী?.....

১৫. আপনার বাড়ীতে বিদ্যুৎ সংযোগ আছে? ①না ① হ্যাঁ ② এলাকায় বিদ্যুৎ নেই ~~● সোলার~~ আছে? ①না  
 ①হ্যাঁ

(গ) বর্তমান (ঢাকার) বাসস্থান ও খাওয়া-দাওয়া সম্পর্কিত উপাত্তঃ

১৬. ঢাকায় আপনি কোথায় থাকেন?

এলাকা.....  
 থানা.....



১৭. ঢাকায় যে বাসায় থাকেন সেটি- ① ভাসমান ② আপনার নিজের ③ গ্যারেজ ④ ভাড়া/অন্যের  
কেন্দ্র/মাসিক/সাপ্তাহিক/দৈনিক ভাড়া?..... টাকা ⑤ ভাড়া নেই
১৮. ঢাকায় আপনি কীভাবে থাকেন? ① নিজ পরিবারের সাথে ② পেইং গেস্ট ③ একা ④ রিকশা চালকদের সাথে  
⑤ কর্মজীবীদের সাথে ⑥ অন্য, কী?.....
১৯. আপনার ঢাকার বাসাটি কী দিয়ে তৈরি? মেঝে: ..... দেয়াল:  
..... ছাদ: .....
২০. ঢাকায় আপনি/আপনার পরিবার কয়টি বুমে থাকেন?..... টি কেন্দ্র মোট আয়তন কত?  
দৈর্ঘ্য:..... ফুট প্রস্থ:..... ফুট মোট:..... বর্গফুট
২১. আপনার বাসায়/বুমে মোট কয়জন থাকেন? ..... জন
২২. আপনি যে বাসায় থাকেন সেখানে আলো-বাতাস কেমন? ① একেবারেই নেই ② মোটামুটি আছে ③ পর্যাপ্ত  
আছে
২৩. আপনি যে বাসায় থাকেন সেখানে পৃথক রান্নাঘর আছে? ① নেই ② আছে
২৪. আপনি যে বাসায় থাকেন সেখানে গ্যাস আছে? ① নেই ② আছে, তবে দিনে ..... ঘন্টা থাকে ②  
আছে এবং সব সময় থাকে
২৫. আপনার বাসায় পানির সংযোগ আছে? ① নেই ② আছে, তবে দিনে ..... ঘন্টা থাকে ② আছে  
এবং সব সময় থাকে
২৬. আপনার ল্যাট্রিন ব্যবস্থা কেমন? ① স্যানিটারিসুয়ারেজ সংযুক্ত ② স্যানিটারি ট্যাংক ③ প্যানজলাবদ্ধ ④ প্যান  
গত ⑤ বুলানো ⑥ খোলা
২৭. বাসায় আপনার খাবার পানির উৎস কি? ① ট্যাপ-সরাসরি ② ট্যাপ-ফুটানো ③ টিউবওয়েল ④ কেনা  
⑤ অন্য, কী?.....
২৮. আপনার খাওয়া-দাওয়ার ব্যবস্থা কী? ① নিজে রান্না করে কেন্দ্র কয় বেলা?..... ② মেন্স করে কেন্দ্র  
বেলা?..... ③ হোটলে কেন্দ্র কয় বেলা?.....
২৯. আপনি কী ধূমপান করেন? ① না ② হ্যাঁ কেন্দ্র দিনে কয়বার?..... বার কত খরচ  
হয়?..... টাকা
৩০. আপনি কি কোনো মাদক গ্রহণ করেন? ① না ② হ্যাঁ কেন্দ্র কী?  
কী?..... দিনে কত খরচ  
হয়?..... টাকা
৩১. আপনার অবসর সময় দিনে কত ঘন্টা? ..... কেন্দ্র কীভাবে কাটান? [একাধিক উত্তর সম্ভব] ①  
গল্প করে ② বিশ্রাম নেই ③ গান শুন ④ ঘরে খেলি ⑤ বাইরে খেলি  
⑥ সিনেমা দেখি ⑦ বেড়াই ⑧ যৌন কর্মীর কাছে যাই ⑨ অন্য কাজ করি, কী কাজ?  
.....

#### (ঘ) রিকশা চালকদের কাজ ও কর্মস্থল সম্পর্কিত উপাত্তঃ

৩২. আপনি সর্বমোট কতদিন যাবত রিকশা চালান?..... বছর..... মাস কেন্দ্র ঢাকায়  
কতদিন?..... বছর..... মাস
৩৩. রিকশা চালানোর আগে আপনি কী করতেন? ① কিছু না ② দিনমজুর ③ দোকান/বিক্রয় কর্মী ④ নিজ কৃষিকাজ  
⑤ ছোটখাটো ব্যবসা ⑥ অন্য, কী?.....
৩৪. কেনো আপনি রিকশা চালানোকে পেশা হিসেবে নিলেন? [একাধিক উত্তর সম্ভব] ① অন্য কাজ পাই না ② অল্প  
সময়ে ভালো আয় হয় ③ নিয়মিত আয় হয় ④ পুঁজি ও দক্ষতা লাগে না ⑤ আত্মীয়/বন্ধু-বান্ধবের উৎসাহে  
⑥ স্বাধীন কাজ ⑦ অন্য,

কী?.....

৩৫. আপনি কি সারা বছর রিকশা চালান? ① হ্যাঁ ① না-হলে ② বছরের কোন কোন সময় চালান না? ① গরম কালে ② বর্ষা কালে ③ ফসল কাটার সময় ④ ফসল বোনার সময়
৩৬. সাধারণতঃ আপনি কয়দিন পর পর বাড়ী যান এবং কয়দিন থাকেন? .....দিন পর পর ② দিন থাকি ① বাড়ী যাই না / যাওয়া লাগে না
৩৭. আপনি সপ্তাহে কয়দিন রিকশা চালান? .....দিন
৩৮. আপনি সাধারণতঃ দিনের কোন সময় রিকশা চালান? ① সকাল ② বিকাল ③ রাত্রি ④ অন্য, কি?.....
৩৯. আপনি দৈনিক কত ঘন্টা রিকশা চালান?..... ঘন্টা
৪০. আপনি যে রিকশাটি চালান সেটির মালিকানা কার? ① আপনার নিজের ② ভাড়া/লীজ নেয়া ③ দৈনিক / সাপ্তাহিক / মাসিক ভাড়া কত?.....টাকা
৪১. রিকশা চালাতে আইন-শৃঙ্খলা বাহিনীকে কী টাকা দিতে হয়? ① না ① হ্যাঁ ② কত টাকা? দৈনিক / সাপ্তাহিক/মাসিক .....টাকা
৪২. রিকশা চালাতে কোনো চাঁদা দিতে হয়? ① না ① হ্যাঁ ② কাকে/কোথায়? .....দৈনিক / সাপ্তাহিক / মাসিক .....টাকা
৪৩. দুর্ঘটনা বা আইন-শৃঙ্খলা বাহিনী কর্তৃক আটক হলে খরচ কে বহন করে? ① আপনাকে সবটাই করতে হয় ② মালিক সব করে ③ আপনি .....% এবং বাকিটা মালিক
৪৪. রিকশা মেইনটেন্যান্সে মালিক কর্তৃক যেসব ব্যবস্থা নেয়ার কথা তা কি তিনি নেন? ① না ② হ্যাঁ
৪৫. রিকশা চালাতে ও মেইনটেন্যান্সে যে খরচ হয় তার কত শতাংশ আপনাকে বহন করতে হয়? .....%
৪৬. রিকশা চালিয়ে আপনার একদিনে কত আয় হয় (খরচ সহ)? সর্বনিম্ন.....টাকা সর্বোচ্চ.....টাকা
৪৭. রিকশা চালিয়ে সকল খরচ বাদ দিয়ে আপনার কতদিনে কত টাকা আয় থাকে? দৈনিক/সাপ্তাহিক/মাসিক .....টাকা
৪৮. রিকশা চালানোর ফাঁকে কতক্ষণ পর পর বিশ্রাম নেন?.....ঘন্টা ② কোথায় বিশ্রাম নেন?.....
৪৯. রিকশা চালানোর সময় নাস্তা ও খাবার কোথা থেকে খান? ① অস্থায়ী দোকান/হোটেল ② স্থায়ী দোকান/হোটেল ③ বাসা থেকে নিয়ে যাই ④ অন্য, কী?.....
৫০. যখন রিকশা চালান তখন কোথা থেকে খাবার পানি খান? ① টিউবওয়েল ② ট্যাপ ③ হোটেল/দোকান ④ কিনে ⑤ অন্য, কী?.....
৫১. রিকশা চালানোর সময় টয়লেটের কাজ কোথায় সারেন? ① খোলা যায়গায় ② হোটеле ③ পাবলিক টয়লেটে ④ অন্য, কী?.....

### (ঙ) রিকশা চালকদের কর্ম পরিবেশ ও ঝুঁকি সম্পর্কিত উপাত্তঃ

৫২. আপনার সাথে রিকশা মালিকের কোনো লিখিত চুক্তিপত্র আছে? ① না ① হ্যাঁ- হলে ② আপনার কাছে সেই চুক্তি পত্রের কোনো কপি আছে? ① না ① হ্যাঁ
৫৩. আপনাকে কি কোনো জামানত দিতে হয়েছে? ① না ① হ্যাঁ- হলে ② কী এবং কত?

৫৪. রিকশা গ্যারেজ থেকে কী কী সুবিধা পান? ০ কিছুই না ১ থাকা ২ খাওয়া ৩ বিশ্রাম ৪ খেলাধুলা ৫ ঋণ ৬ অন্য, কী?.....
৫৫. আপনি কীভাবে রিকশা চালানো শিখেছেন? ০ নিজেই ১ আত্মীয়/বন্ধুর মাধ্যমে ২ রিকশা মালিকের মাধ্যমে ৩ অন্য, কী?.....
৫৬. আপনার চালক লাইসেন্স আছে? ০ না ১ হ্যাঁ- হলে কোন কর্তৃপক্ষের দেয়া ? ১ ডিসিসি ২ পুলিশ ৩ গ্যারেজ মালিক ৫ সমিতি ৬ অন্য, কী?.....
৫৭. আপনার আইডি কার্ড আছে? ০ না ১ হ্যাঁ- হলে কোন কর্তৃপক্ষের দেয়া? ১ ডিসিসি ২ পুলিশ ৩ গ্যারেজ মালিক ৫ সমিতি ৬ অন্য, কী?.....
৫৮. আপনি যে রিকশা চালান তার লাইসেন্স আছে? ০ না ১ হ্যাঁ- হলে কোন কর্তৃপক্ষের দেয়া? ১ ডিসিসি ২ পুলিশ ৩ গ্যারেজ মালিক ৫ অন্য, কী?.....
৫৯. মালিক কর্তৃক রিকশার নিরাপত্তার (চালানোর সময় দুর্ঘটনার শিকার যাতে না হতে হয়) সব ব্যবস্থা কী নেয়া হয়? ১ না ২ হ্যাঁ
৬০. আপনি কি কখনো রিকশা গ্যারেজ/মালিক পরিবর্তন করেছেন? ০ না ১ হ্যাঁ- হলে কত বার?
- ৬০.১ এ পর্যন্ত কয়টি গ্যারেজ পরিবর্তন করেছেন? ০ একবারও না ১ এক ২ দুই ৩ তিন ৪ চার ৫ পাঁচ ৬ ছয় ৭ সাত ৮ আট ৯ নয় ১০ দশ +
- ৬০.২ সাধারণত: কী কী কারণে পরিবর্তন করেছেন? ১ মালিকের ব্যবহার ভালো না ২ রিকশা ভাড়া বেশি ৩ রিকশা ঠিকমত মেইনটেন্যান্স করেনা ৪ থাকা-খাওয়ার সুবিধা নেই ৫ রিকশার লাইসেন্স নেই ৬ অন্য, কী?.....
৬১. পুলিশ কর্তৃক কখনো আটকের শিকার হয়েছেন ? ০ না ১ হ্যাঁ- হলে কত বার?
- ৬১.১ কতবার? ১ এক ২ দুই ৩ তিন ৪ চার ৫ পাঁচ ৬ ছয় ৭ সাত ৮ আট ৯ নয় ১০ দশ +
- ৬১.২ সাধারণত: কতক্ষণ আটকে রাখে ? সর্ব নিম্ন:.....মিনিট সর্বোচ্চ:.....মিনিট  
[ঘন্টা হলে মিনিটে কনভার্ট করে লিখুন]
- ৬১.৩ কী কী কারণে আটকায়? ১ সিগনাল অমান্য ২ রিকশা লাইসেন্স না থাকা ৩ ড্রাইভিং লাইসেন্স না থাকা ৪ ভিআইপি রোডে ওঠা ৫ যাত্রীর অভিযোগ ৬ টাকার জন্য ৭ অন্য, কী?.....
- ৬১.৪ আটকালে কীভাবে ছাড়া পান? [একাধিক উত্তর সম্ভব] ১ মালিকের যোগাযোগ ২ নেতার যোগাযোগ ৩ যাত্রীর অনুরোধে ৪ টাকার বিনিময়ে ৫ কিছু সময় পর এমনি ছেড়ে দেয় ৬ মামলা দিয়ে ছেড়েছে ৭ অন্য, কী?.....
- ৬১.৫ কখনো মামলার শিকার হয়েছেন? ০ না ১ হ্যাঁ- হলে কত বার? ১ এক ২ দুই ৩ তিন ৪ চার ৫ পাঁচ ৬ ছয় ৭ সাত ৮ আট ৯ নয় ১০ দশ +
- ৬১.৬ কখনো জরিমানা/ফাইন দিয়েছেন? ০ না ১ হ্যাঁ- হলে কত বার? ..... একবারে কত টাকা? সর্বনিম্ন.....টাকা সর্বোচ্চ.....টাকা
৬২. রিকশা চালাতে যেয়ে আপনি কখনো কোন বিপদে/দুর্ঘটনায় পড়েছেন? ১ না ২ হ্যাঁ- হলে কত বার?
- ৬২.১ কতবার? ১ এক ২ দুই ৩ তিন ৪ চার ৫ পাঁচ ৬ ছয় ৭ সাত ৮ আট ৯ নয় ১০ দশ +

- ৬২.২কী কী ধরনের দুর্ঘটনা? ① রিকশা ভেঙে পড়া ② পথচারীর সাথে ③ অন্য রিকশার সাথে ④ গাড়ীর সাথে  
 ⑤ বাসের সাথে ⑥ ট্রাকের সাথে ⑦ অন্য, কী?.....
- ৬২.৩দুর্ঘটনার কারনে রিকশা নষ্ট হলে ক্ষতিপূরণ পান? ①না ②হ্যাঁ - হলে কত শতাংশ ক্ষেত্রে ক্ষতিপূরণ পাওয়া যায়?.....%
- ৬২.৪দুর্ঘটনার কারনে রিকশা নষ্ট হলে মেরামতের খরচ কে বহন করে? ① সম্পূর্ণ আপনি ② সম্পূর্ণ মালিক  
 ③ মালিক .....% এবং আপনি.....%
- ৬২.৫আপনি দুর্ঘটনায় পড়লে কাদের সাহায্য নেন? ①কারো সাহায্য পাইনা ① পথচারীদের ② পুলিশের ③ নেতাদের ④ মালিকের ⑤ অন্য, কে?.....
৬৩. কখনো আপনার রিকশা চুরি বা হারিয়ে বা ছিনতাই হয়ে গেছে? ①না ②হ্যাঁ-এ পর্যন্ত কয় বার?.....বার
৬৪. দুর্ঘটনার কারনে রিকশা নষ্ট হলে বা রিকশা চুরি গেলে কী আপনাকে ক্ষতিপূরণ দিতে হয়? ① দিতে হয়না  
 ① সম্পূর্ণ দিতে হয় ② আংশিক দিতে হয় .....%
৬৫. কোনো কারণে রিকশা চালাতে না পারলে আপনার সংসার খরচের সংস্থান কীভাবে হয়? ①সঞ্চয় থেকে ② অন্য উৎসের আয় থেকে ③ রিকশা মালিকের থেকে ঋণ নিয়ে ④ অন্য যায়গা থেকে ঋণ নিয়ে ⑤ দোকান থেকে বাকী নিয়ে ⑥ বিভিন্ন যায়গা থেকে সাহায্য নিয়ে ⑦ কম খেয়ে ⑧অন্য, কী?.....
৬৬. রিকশা চালানোর কারণে আপনি কী কোনো অসুখের শিকার হন? ①না ②হ্যাঁ-হলে-  
 ৬৬.১কী ধরনের? ① সর্দি-কাশি ② জ্বর ③ গ্যাসট্রিক ④ ডিসেন্ট্রি/ডায়রিয়া ⑤ জন্ডিস ⑥ ব্যাথা  
 ⑦ হার্টের অসুখ ⑧ দুর্বলতা ⑨ অন্য, কী?.....
- ৬৬.২সর্বশেষ কতদিন আগে অসুস্থ হয়েছিলেন? .....দিন ①কী অসুখ?.....
৬৭. আপনি কী কোনো স্থায়ী (ক্রনিক) রোগে ভুগছেন? ① কোনো ক্রনিক রোগে ভুগছেন না ① উচ্চ রক্তচাপ  
 ② হার্টের সমস্যা ③ ডায়াবেটিস ④ শ্বাসকষ্ট ⑤ চর্মরোগ ⑥ এসিডিটি ⑦ যৌনরোগ ⑧ দুর্বলতা  
 ⑨ অন্য, কী?.....
৬৮. অসুস্থ হলে সাধারণত: কোথা থেকে চিকিৎসা নেন? ①টাকার অভাবে চিকিৎসা নিতে পারি না ① সরকারী হাসপাতাল ② বেসরকারী হাসপাতাল ③ এমবিবিএস ডাক্তার ④ অন্য ডাক্তার / ফার্মেসী ⑤ হোমিওপ্যাথিক ⑥ আয়ুর্বেদিক ⑦ অন্য, কী?.....
৬৯. আপনি আর কতদিন রিকশা চালাতে পারবেন বলে মনে করেন?  
 .....মাস.....বছর
৭০. একই আয়ের অন্য কোনো কাজ পেলে আপনি কী রিকশা চালানো ছেড়ে দেবেন? ①না ②হ্যাঁ-  
 হলে-কেনো?.....

### (চ) সংশ্লিষ্টদের আচার-ব্যবহার সম্পর্কিত উপাত্তঃ

৭১. যাত্রীদের থেকে কী কী বিরূপ আচরণের মুখোমুখি হন? ① হইনি ① তুই-তোকায়ী করে ② গালাগাল করে ③ শারিরীক ভাবে লাঞ্ছিত করে ④ ভাড়া নিয়ে ঝগড়া করে  
 ⑤ ভাড়া দেয়না ⑥ ভাড়া কম দেয় ⑦ টাকা নিয়ে নেয় ⑧ অপেক্ষা করতে বলে আর আসে না ⑨ অন্য, কী?.....

৭২. পুলিশের থেকে কী কী বিরূপ আচরণের মুখোমুখি হন? ① হইনি ① তুই-তোকারী করে ② গালাগাল করে ③ শারিরীক ভাবে লাঞ্ছিত করে ④ ওঠবস করায় ⑤ চাঁদা নেয় ⑥ টায়ার ফুটো করে দেয় ⑦ ভলপিন নিয়ে নেয় ⑧ সীট খুলে নেয় ⑨ অন্য, কী?.....
৭৩. রিকশা মালিকদের থেকে কী কী বিরূপ আচরণের মুখোমুখি হন? ① হইনি ① তুই-তোকারী করে ② গালাগাল করে ③ শারিরীক ভাবে লাঞ্ছিত করে ④ মেনটেন্যান্সের জন্য অতিরিক্ত টাকা নেয় ⑤ কোনো কারনে ভাড়া দিতে দেরি হলে অত্যাচার করে ⑥ অন্য, কী?.....
৭৪. মোটর গাড়ীর ড্রাইভার/হেলপার দের থেকে কী কী বিরূপ আচরণের মুখোমুখি হন? ① হইনি ① তুই-তোকারী করে ② গালাগাল করে ③ শারিরীক ভাবে লাঞ্ছিত করে ④ সাইড দেয় না ⑤ রিকশায় ধাক্কা দেয় ⑥ তুচ্ছ-তাচ্ছিল্য করে ⑦ অন্য, কী?.....

### (হ) সংগঠন ও অধিকার সম্পর্কিত উপাত্তঃ

৭৫. রিকশা চালক হিসেবে আপনার কী কী অধিকার আছে? ① জানিনা ① নিরাপত্তার অধিকার ② আয়ের অধিকার ③ চিকিৎসার অধিকার ④ অন্য, কী?.....
৭৬. আপনার রিকশার পিছনে যেসব সমিতি/সংগঠনের প্লেট আছে সেগুলোর সম্পর্কে আপনি জানেন? ① না ② হ্যাঁ-হলে ③ এগুলোর সাথে আপনার যোগাযোগ আছে? ① না ② হ্যাঁ
৭৭. আপনি কি রিকশা চালকদের কোনো সমিতি/সংগঠনের নাম শুনেছেন? ① না ② হ্যাঁ-হলে ③
- ৭৭.১ কার/কাদের থেকে? ① অন্য রিকশা চালক ② গ্যারেজ মালিক ③ সমিতির লোকজন ④ নেতা ⑤ এনজিও কর্মী ⑥ অন্য, কী?.....
৭৮. আপনি কী রিকশা চালকদের কোনো সমিতি/সংগঠনের সদস্য? ① সমিতির নাম শুনি নাই ② হ্যাঁ-হলে ③
- ৭৮.১ সমিতির নাম কী?.....
- ৭৮.২ সমিতির কার্যক্রম কী? ① সঞ্চয় ও ঋণদান ② রিকশা চালকদের বিপদে সাহায্য করা ③ রিকশা মেরামত ④ অন্য, কী?.....
- ৭৮.৩ আপনি কেনো ঐ সমিতিতে যোগ দিয়েছেন? ① বাধ্য করেছিলো ② ঋণের আশায় ③ সঞ্চয়ের জন্য ④ বিপদে সাহায্যের আশায় ⑤ অন্য, কী?.....
- ৭৮.৪ ঐ সমিতির চাঁদা কতো? .....টাকা ① দৈনিক / সাপ্তাহিক / মাসিক ② না-হলে ③ কেনো সদস্য হননি? ① এমনি ② ভরসা নেই ③ আমি অস্থায়ী ④ মালিক নিষেধ করেছিলো ⑤ অন্যরা নিষেধ করেছিলো ⑥ অন্য, কী? .....
৭৯. আপনি কী মনে করেন রিকশা চালকদের সমিতি থাকা প্রয়োজন? ① না ② হ্যাঁ ③
- কেনো?.....



# Organising the Informal Economy Workers: A Study of Rickshaw Pullers in Dhaka City

## Instrument # 2: In-depth Interview Guideline for Garage Owners

১. অনুগ্রহ করে আপনার নাম বলুন:  
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২. আপনার গ্যারেজের ঠিকান?  
এলাকা..... থানা.....  
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৩. আপনি কতদিন যাবত ঢাকায় রিকশা গ্যারেজ চালান? রিকশা গ্যারেজ চালানোর ব্যবসা কেনো বেছে নিলেন?  
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৪. আপনার গ্যারেজে কতটি চালু রিকশা আছে? কতটির লাইসেন্স আছে? আপনার গ্যারেজের রিকশাগুলোর কোন কোন সংগঠন/কর্তৃপক্ষের লাইসেন্স আছে?
  - ৪.১ কতটি রিকশা চালু আছে?.....টির
  - ৪.২ কতটির লাইসেন্স আছে?.....টির
  - ৪.৩ কোন্ কোন্ কর্তৃপক্ষ/সংগঠন থেকে কী কী শর্তে লাইসেন্স নিয়েছেন? অনুগ্রহ করে বিস্তারিত বলুন।  
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৫. আপনি কোন কোন সমিতি/সংগঠনের মাধ্যমে রিকশা চালান? এসব সমিতির কার্যক্রম কী? এসব সংগঠন/সমিতির সাথে আপনি কীভাবে জড়িত?  
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৬. আপনার রিকশাগুলোর পিছনে যেসব সমিতি/সংগঠনের প্লেট আছে সেগুলো কীভাবে সংগ্রহ করেন?  
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৭. রিকশা চালাতে কোনো চাঁদা দিতে হয়? কোথায়, কাকে, কতদিনে, কী উদ্দেশ্যে কী পরিমাণ চাঁদা দিতে হয়?  
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৮. রিকশা/গ্যারেজ মালিকদের কতগুলো সমিতি সংগঠন আছে বলে জানান? এগুলো সাধারণত: কী কী কাজ, কীভাবে করে থাকে?

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৯. রিকশা সংক্রান্ত বিষয়ে আপনি কি কখনো সিটি কর্পোরেশনে গিয়েছিলেন? কী জন্য? কী ফলাফল হয়েছিলো?

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১০. রিকশার সংক্রান্ত বিষয়ে সিটি কর্পোরেশনের/আইন শৃঙ্খলা বাহিনীর কেউ কি আপনার সাথে যোগাযোগ করেছিলো? কে/কারা, কোথায়, কী জন্য যোগাযোগ করেছিলো?

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১১. প্রতি রিকশার জন্য সকল খরচ বাদ দিয়ে আপনার কতদিনে কত টাকা আয় থাকে? দৈনিক / সাপ্তাহিক / মাসিক  
..... টাকা

১২. রিকশা চালকদের জন্য আপনার গ্যারেজে কী কী সুযোগ-সুবিধা আছে?

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১৩. গ্যারেজ পরিচালনায় আপনাকে কী কী সমস্যার সন্মুখীন হতে হয়?

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১৪. আপনার গ্যারেজের রিকশা চালকরা রিকশা চালানোর বিষয়ে কী কী সমস্যা রিপোর্ট করে থাকে?

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১৫. আপনার গ্যারেজের রিকশা চালকরা ব্যক্তিগত কী কী সমস্যায় ভোগে?

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১৬. শ্রমিক হিসেবে রিকশা চালকদের কী কী আধিকার থাকা উচিত বলে আপনি মনে করেন?

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১৭. রিকশা চালকদের কতগুলো সমিতি/সংগঠনের নাম আপনি জানেন? এগুলো সাধারণত: কী কী কাজ কীভাবে করে?

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১৮. আপনি কী মনে করেন রিকশা চালকদের সমিতি থাকা প্রয়োজন? হ্যাঁ / না কেনো?

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১৯. রিকশা চালকদের সমিতি/সংগঠন প্রতিষ্ঠার পথে বাধা কী কী?

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২০. রিকশা চালকদের জন্য সরকার কর্তৃক কী কী ব্যবস্থা নেয়া উচিত বলে মনে করেন?

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২১. রিকশা চালকদের সুবিধার্থে গ্যারেজ মালিকদের কী কী ব্যবস্থা নেয় উচিত বলে আপনি মনে করেন?

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সাক্ষাৎকার গ্রহণ কারীর পূর্ণ

স্বাক্ষর:.....তারিখ:.....

.....স্থান:.....



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