

UMEED

Empowering Migrants with Improved Service Provision

Ananta Kukreja | Asmeeta Das Sharma | Thomas Krishna Pegu | Yogada Joshi

External Mentor: **Dr. Irudaya Rajan**

Internal Mentor: **Dr. Debolina Kundu**

The COVID-19 outbreak is one of the most unforeseen events faced by the world. India responded with an early lockdown to decelerate the spreading of the virus. However, the migrant workers were the most adversely affected group. Despite the extensive efforts by all agencies to ensure relief and compensation to the distressed migrants, the country witnessed one of its largest return migrations. This mass exodus highlighted the lack of adequate data or tools for the city governments to act swiftly to provide relief to the migrant. Despite their contribution to the city economy, migrants remain outside the purview of city governance. Due to the lack of political will and exclusionary welfare policies, migrants do not have access to basic services including housing, ration, healthcare, sanitation amongst others.

Keeping the above in mind, introducing Umeed. Umeed is a **one-stop shop mobile application** for all the needs of a migrant in a city. It aims to **connect the migrant population with essential services** to help them orient themselves to the new environment. Further, the application also enables the service providers and urban local bodies to **deliver improved and efficient services**, fulfilling the ultimate goal of **migrant inclusive cities**. With the promise to facilitate access to migrant-centric services, the application works on an incentive-based approach to encourage self-registration by the migrant. The registration can be carried out with an official identity card, registered anywhere across the country. Once registered, the migrant will have access to all the information on services which are relevant to the type of migration undertaken. The combination of the services to be provided will depend on two variables - the type of migration and the city.

VARIABLES: The application will initially capture two sets of data. Firstly, the services provided will have standard inputs to be followed by the service providers for optimal outreach. This will include a description of the service, related costs, location, timings, access route and online appointment / services. The second set will record the input migrant data to generate a migrant profile of the city.

Data Sources and Stakeholders for Outreach: NGO's, CSO's, Labour Department, Urban Local Body, Service Agencies like the Municipal Services, Department of Health and PDS shops.

Primary Users: Migrants, Service Providers and ULB

IMPLEMENTATION:

Phase 1: The pilot phase where the app features will be developed as per the migrant profile of the city. This will be generated by analysing existing secondary data like the Census, NSSO, existing migrant-centric initiatives and Labour Commission data sets.

Phase 2: A complete roll out of the app which will work on capturing the migrant profile through the self-registration feature. The app will then customize its interface as per the profile input by the migrant. This will help build a bottom-up database for the ULB.

SCOPE: Due to the limited time frame of six months, the project will be piloted in one city only. A re-scoping exercise will be undertaken after the completion of the pilot for possible scaling and replication.

This application is a stepping stone for migrants to access their due services at their place of work i.e. the destination city.

