



Report on Impact of COVID-19 in Mumbai

*Citizen Survey on Livelihood, Health, Education, Housing and
Transport*

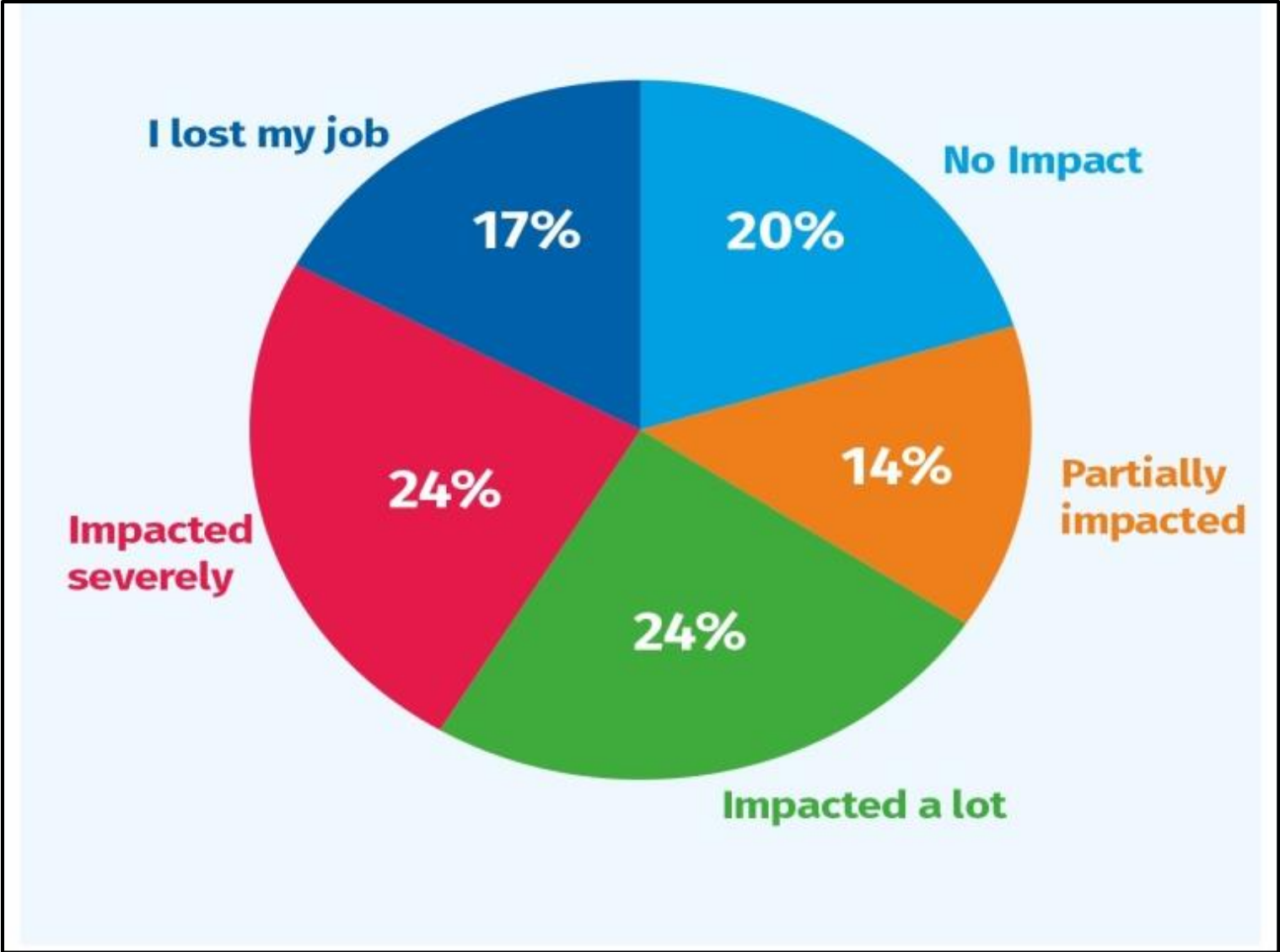
January 2021

Methodology and Purpose

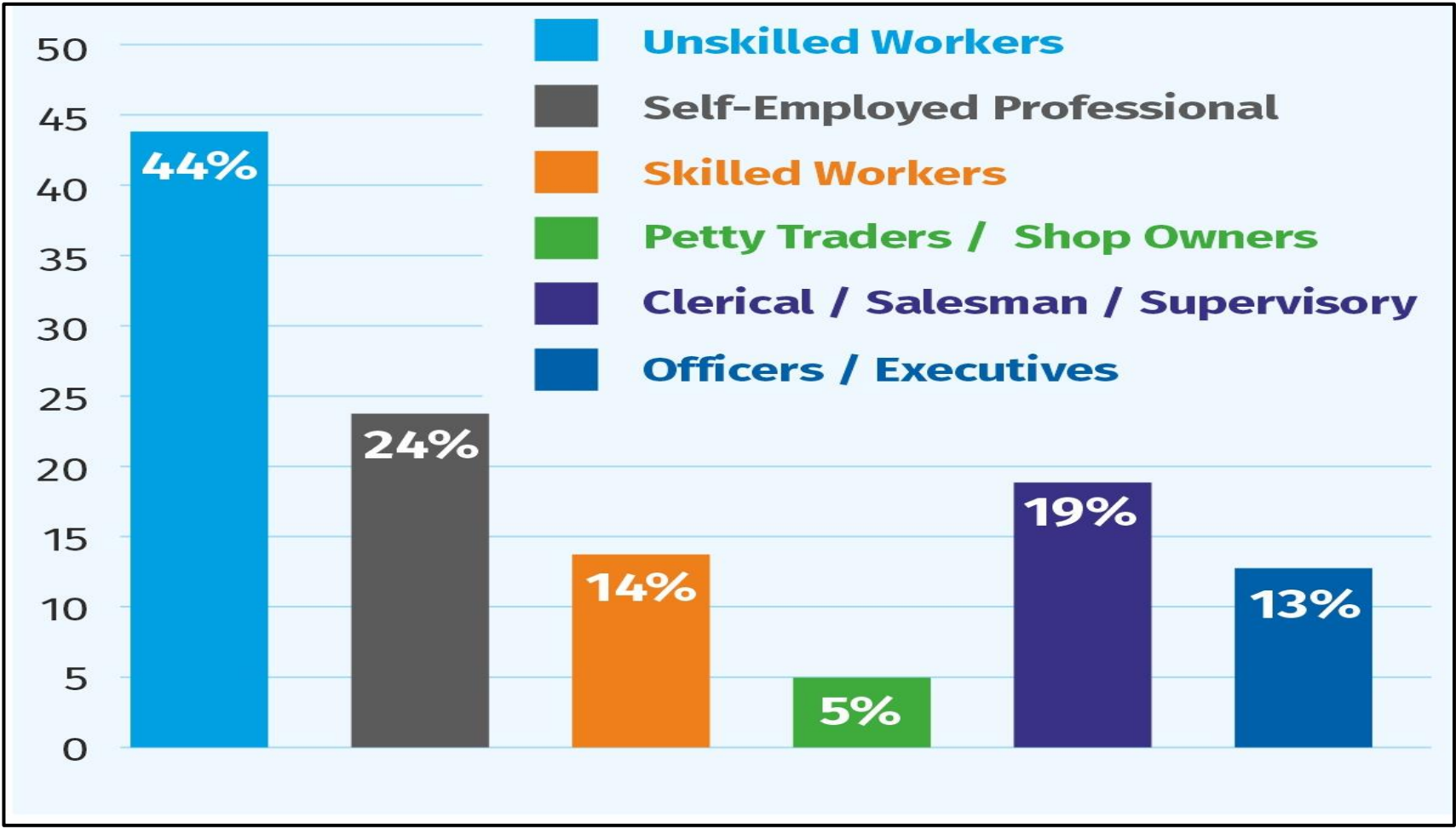
- The aim of the household survey was to understand the impact of the pandemic on key sectors in Mumbai.
- Quantitative Survey using a structured questionnaire was conducted through CAPI (computer aided personal interviews). For SEC A, a mix of Face to Face CAPI and online methodologies were adopted for conducting interviews.
- A total sample of 2,087 was achieved of which livelihood, housing and transport sample consists of 791, education consists of 527 and health consists of 769. (Note: Ideal sample size based on Mumbai's population is 385)
- Sample was proportionate to socio-economic classes (A to E) and gender.

Impact of COVID-19 on *Livelihoods*

2 of 3 Respondents in Mumbai said the Pandemic had an Adverse Impact on their Jobs

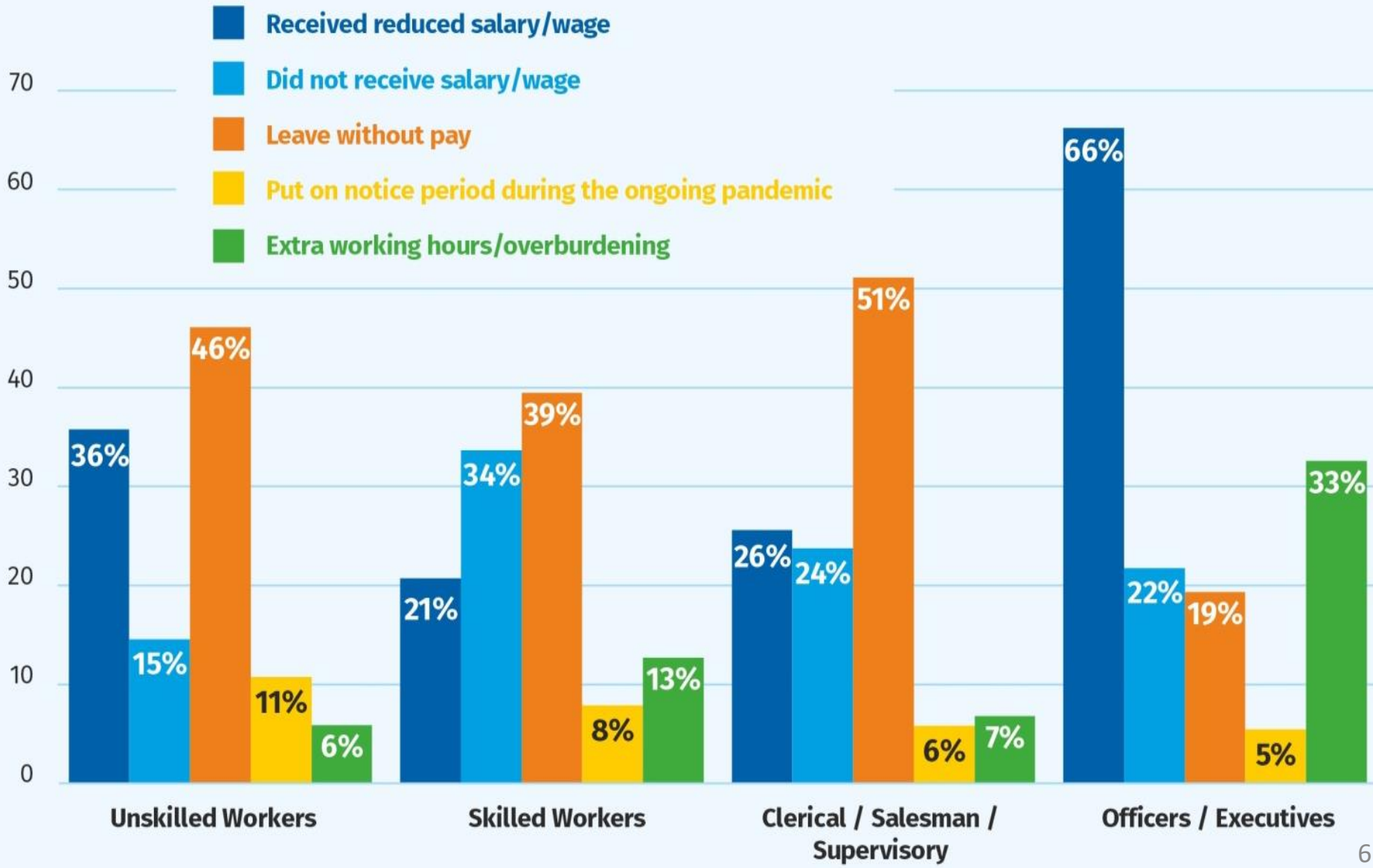


44% Unskilled Workers in Mumbai Lost their Job



The loss of jobs and adverse impact is also reflected in 62% business owners who said that their business has reduced customers, 13% businesses shut permanently and 9% temporarily.

36% Respondents had Leave without Pay while 25% Worked without Salary during Lockdown



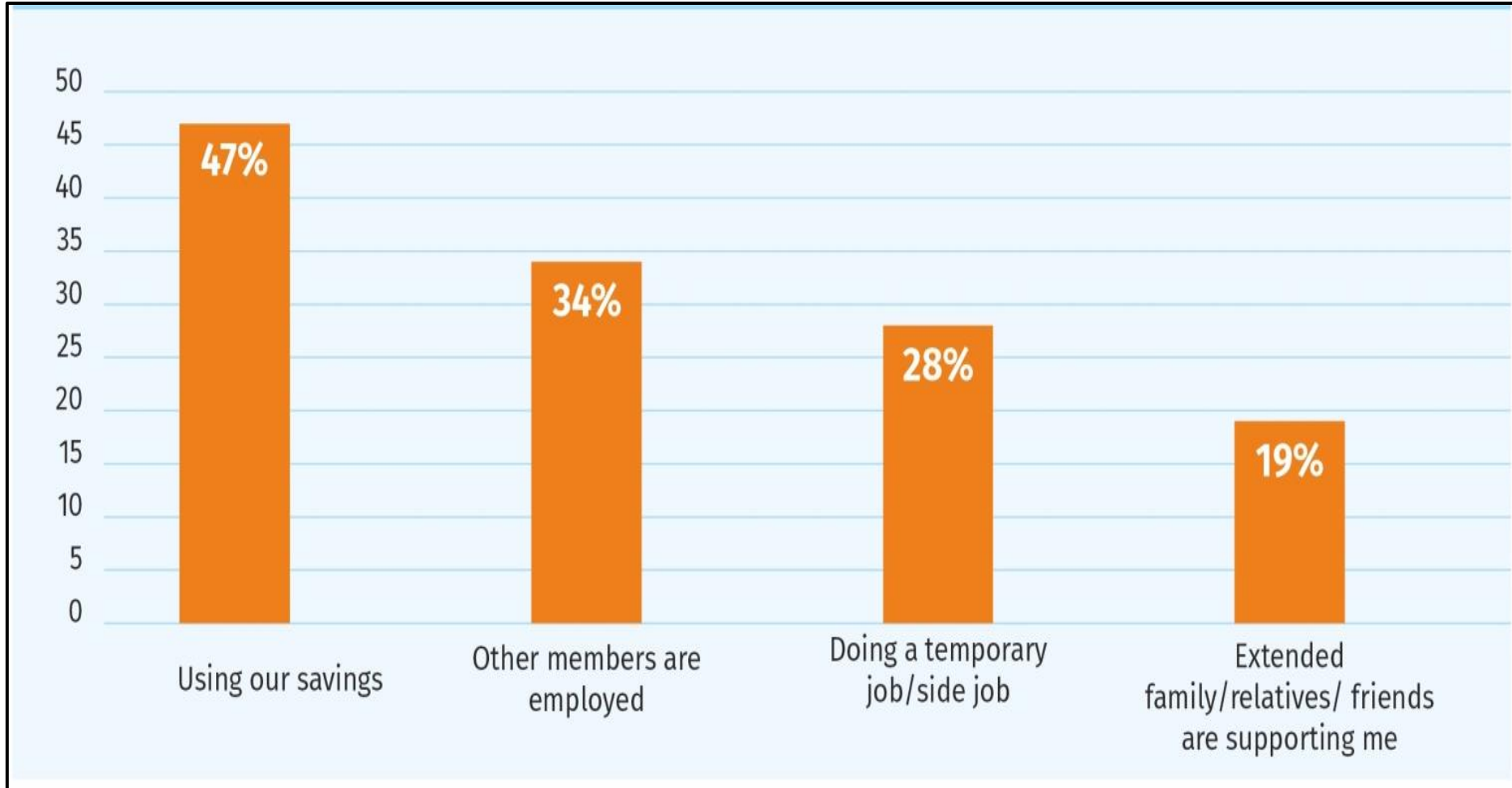
On an Average Per Day Incomes of Mumbaikars Fell by 29% During the Pandemic



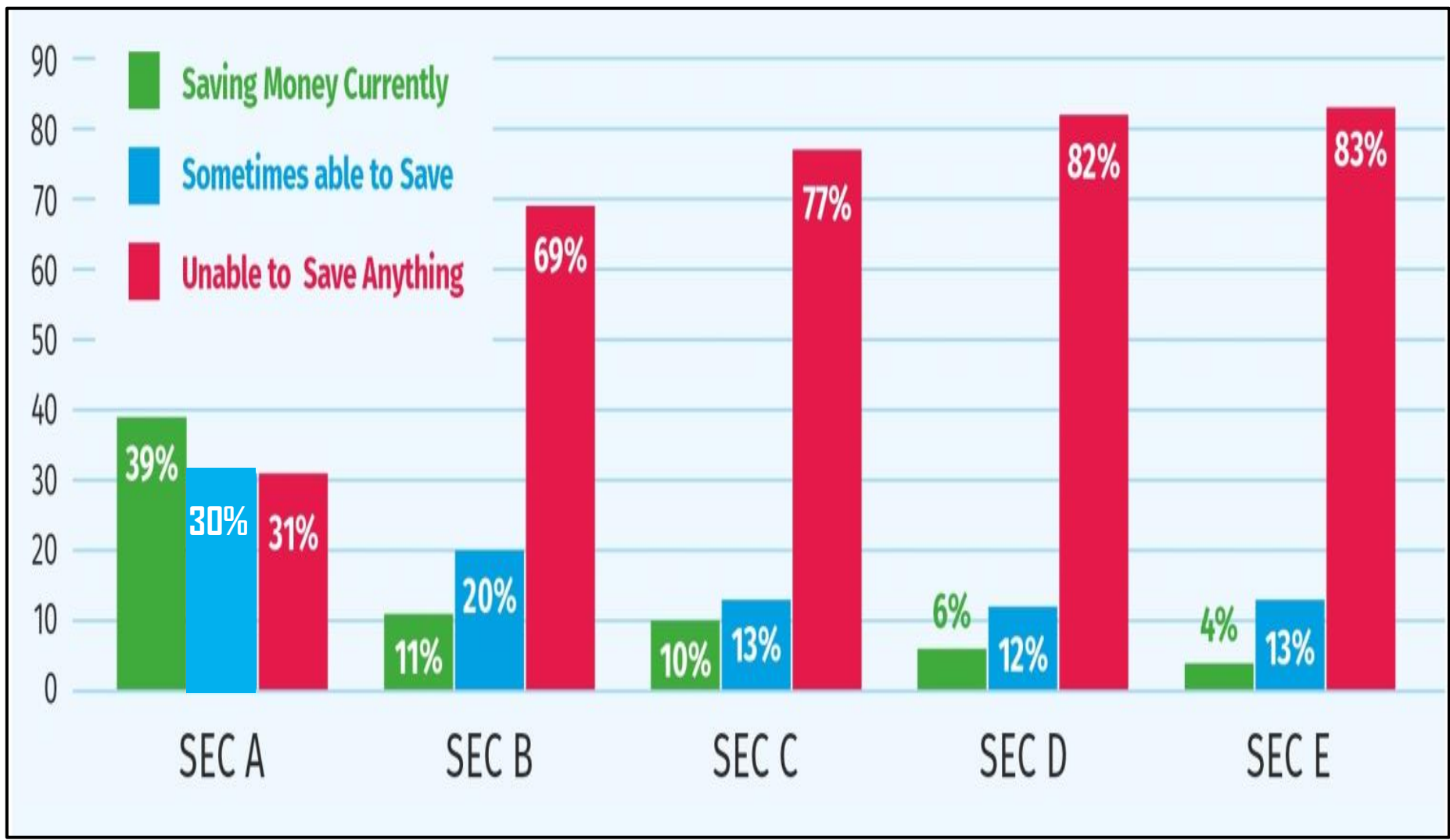
% fall in money earned before and after pandemic

*51% respondents had less than sufficient income to manage expenses in lockdown.
In that 63% respondents were SEC E, 69% respondents were unskilled workers.*

47% Respondents Used Past Savings to Manage Expenses During the Lockdown



Almost 3 of 4 Respondents (71%) said that they were Not Able to Save any Money in the Current Lockdown Period



Of 23% respondents who migrated out of Mumbai during pandemic, 57% left due to loss of jobs

Migration	Overall	SEC A	SEC B	SEC C	SEC D	SEC E
Residents who Migrated out of Mumbai						
Residents who migrated out of Mumbai during pandemic	23%	16%	22%	16%	35%	16%
Residents who did not migrate out of Mumbai during pandemic	77%	84%	78%	84%	65%	84%
Reasons for Migrating out of Mumbai						
I had lost my job	57%	25%	56%	45%	64%	80%
I could not afford rent	18%	25%	19%	21%	15%	12%
I was living with my relatives/friends	14%	25%	13%	12%	15%	3%
I did not want to be in the city due to COVID-19	41%	50%	53%	42%	37%	21%

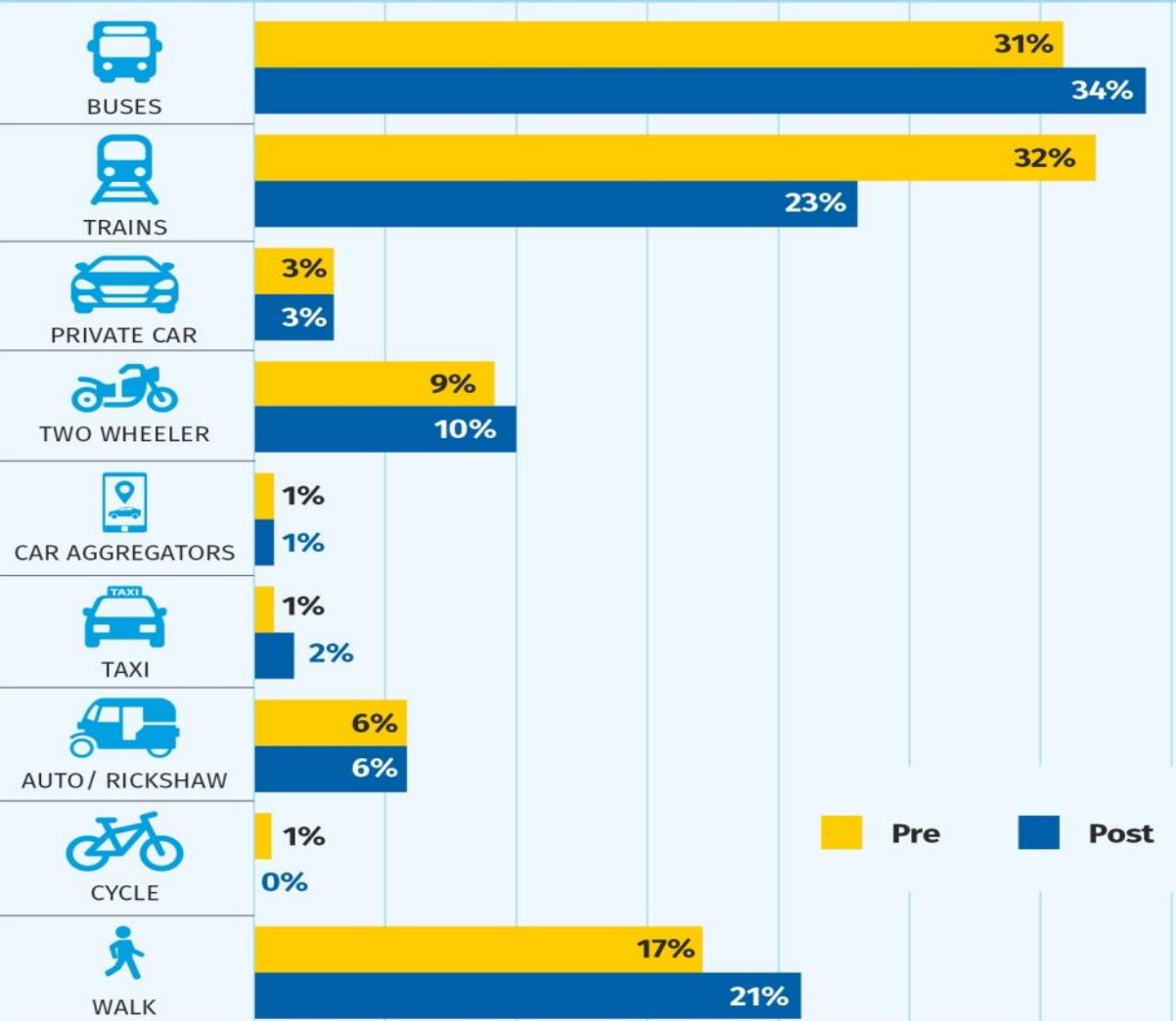
Impact of COVID-19 on *Housing and Transport*

Almost 2 of 3 Respondents Who Worked from Home, Preferred to do so in the Future as Well

Work from Home	Overall	SEC A	SEC B	SEC C	SEC D	SEC E
Whether Working from Home during Lockdown						
Yes	26%	61%	32%	16%	20%	11%
No	74%	39%	68%	84%	80%	89%
Whether would prefer to Work from home in the future						
Yes	63%	67%	50%	74%	64%	43%
No	37%	33%	50%	26%	36%	57%

Demand for use of Pedestrian Spaces for Mobility in Mumbai has Increased Post-Pandemic

Transport Preferences Pre- And Post-Pandemic Highlight The Need for Promoting Non-motorised Transport And Pedestrian Spaces



Suggestions From Respondents for Post-pandemic Travel in Public Transport



Reducing crowding



Sanitizing



Increasing frequency



Contactless ticketing

Majority Respondents Faced Difficulty in Paying House Rents in Mumbai during Lockdown

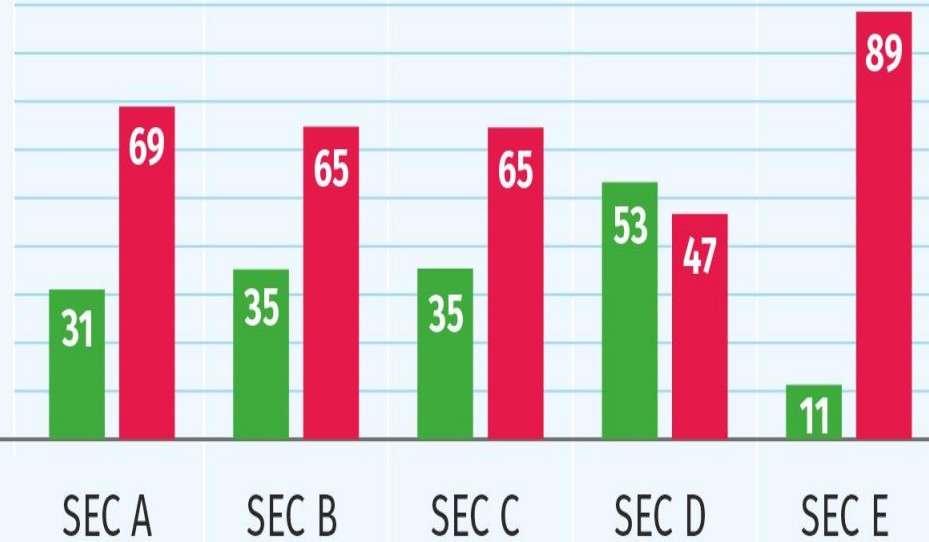
69% Respondents Said They Had Difficulty in Affording Their House Rent During The Lockdown

Yes No



60% Said That Their Rent Contract Was Not Eased During The Lockdown Period.

Yes No

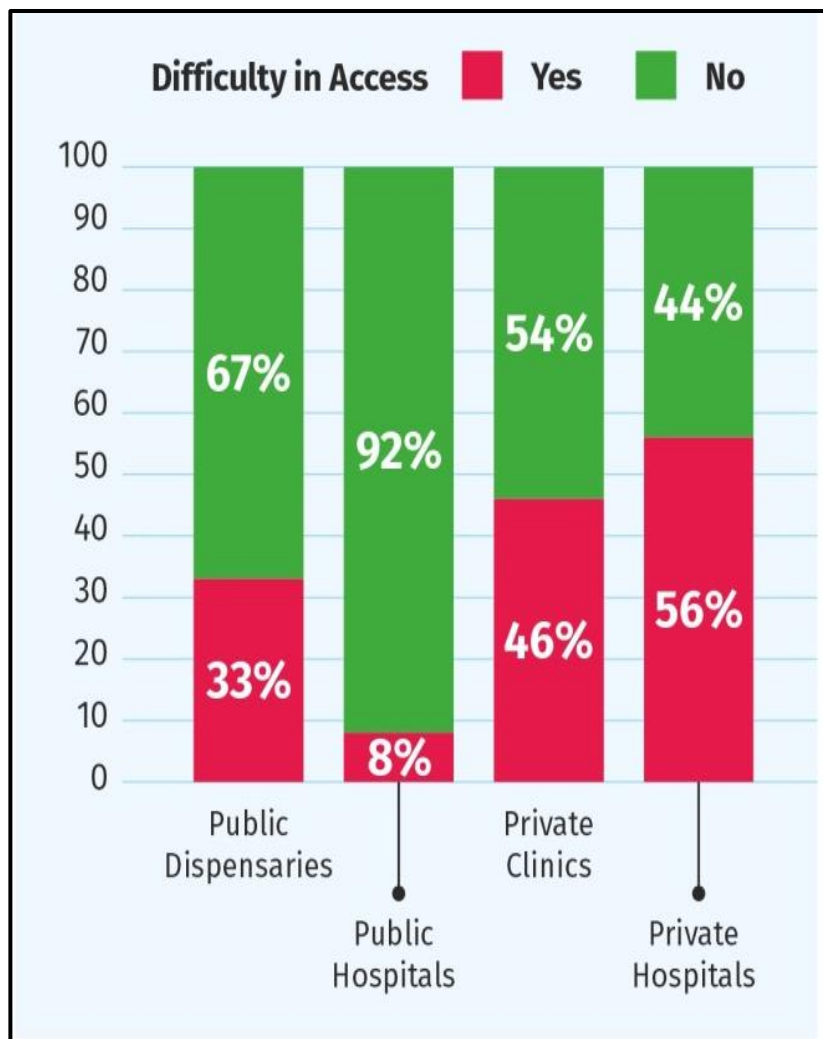


Impact of COVID-19 on *Health*

Respondent Households Who Had COVID-19: Key Findings

- Of the total respondents, 2% had COVID-19, of which 77% were admitted to a hospital.
- 39% respondents received free treatment for COVID-19. Of the 61% who spent money on COVID-19 treatment majority (50%) spent less than 10,000.
- 48% respondents said that they managed the treatment cost with help from family/relatives/friends, 27% sourced it from their regular income, while 23% sourced it from insurance.
- Majority respondents were satisfied with public hospital treatment (12% excellent and 43% very good) while in private hospitals 33% each graded the treatment as excellent and very good.

36% respondents faced Difficulty in Accessing Non-COVID Healthcare During the Lockdown



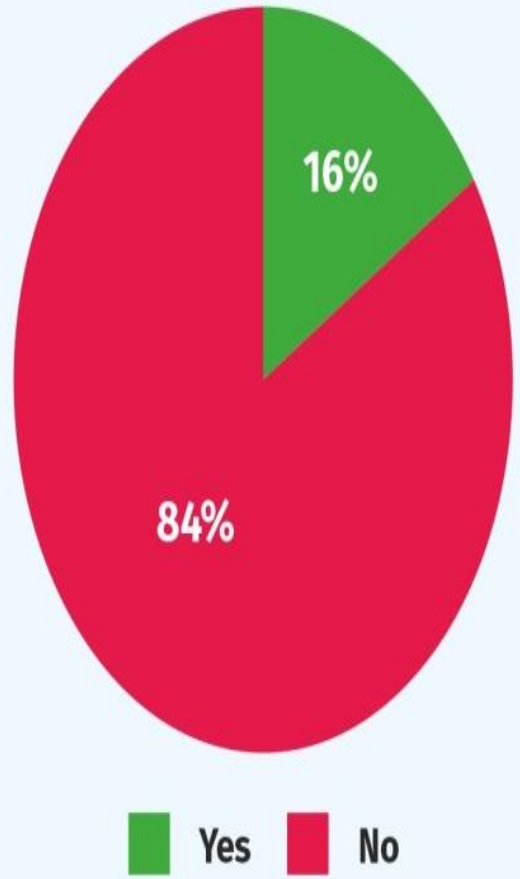
- Major reasons were of unavailability of staff/doctor to provide treatment for other diseases (70%) or closure of the health facility (58%).
- Difficulty in accessing private services was majorly due to closure and distance to hospital during lockdown.
- Difficulty in accessing public services was majorly due to non availability of doctors/staff for non-COVID patients.

61% respondents felt they were unable to control important things in their life, while 60% felt nervous and stressed.

Mental Health	Never	Almost never	Sometimes	Fairly Often	Often
Have been upset because of something that happened unexpectedly	31%	7%	39%	12%	11%
Have felt that unable to control the important things in life	32%	7%	37%	16%	8%
Have felt nervous and stressed	34%	6%	37%	13%	10%
Have felt unable to cope with all the things that they had to do	31%	9%	39%	14%	7%
Have been angered because of things that were outside of their control	29%	6%	36%	18%	11%
Have felt difficulties were piling up so high that they could not be overcome	34%	9%	32%	15%	10%

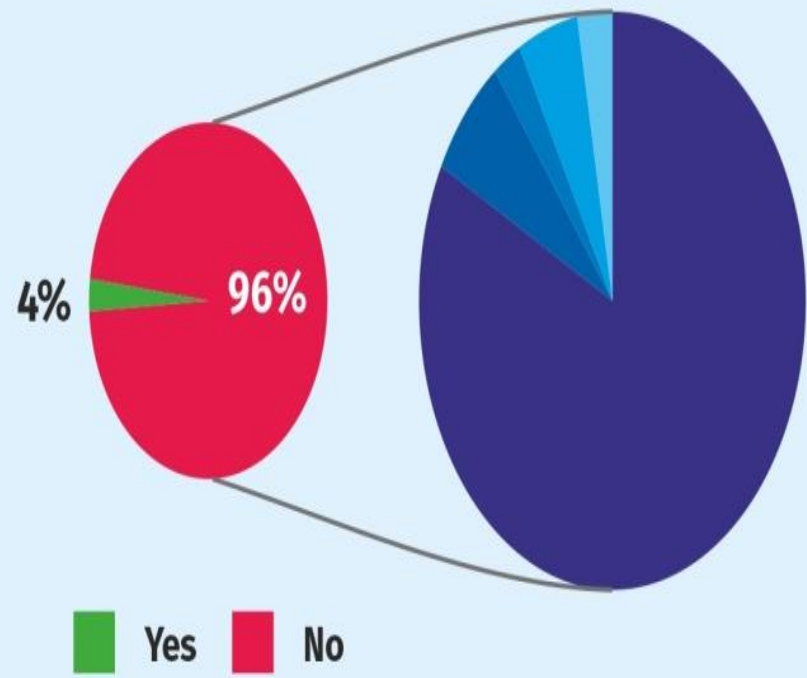
Inspite of majority respondents facing stress, 84% did not speak to anyone about their mental state.

Spoke to Anyone About Mental State



4% Respondents Spoke to a Psychiatrist about their Mental Health during the Lockdown

Reasons for not going to a psychiatrist



- 83% I do not need to go to a psychiatrist. It is not serious
- 7% I do not feel comfortable meeting a psychiatrist as I am not sure what people will think about it
- 2% A psychiatrist will be expensive to go to
- 5% I am not sure if I can trust the psychiatrist
- 3% I am not aware of any psychiatrist in my area/neighborhood

Impact of COVID-19 on *Education*

Key Findings: Online Education in Mumbai



97% attended school through online classes in the lockdown



64% respondents faced internet disruptions during online classes

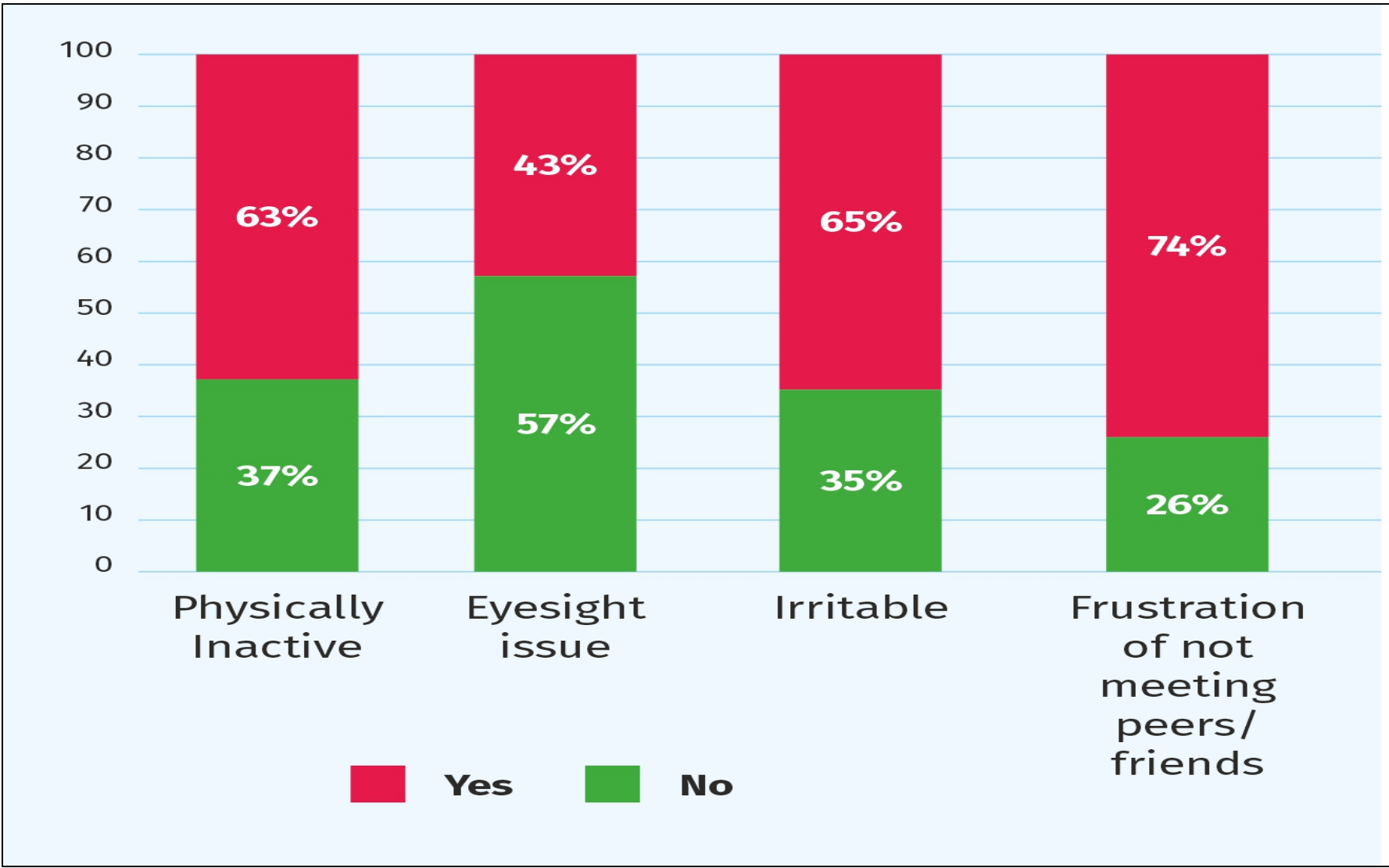


38% parent respondents favored online education in the future



43% parent respondents were satisfied with their children's online education

Online Classes have had Adverse Health Effects on Children



Key Findings: Performance of Schools in Online Education During Lockdown

- 82% respondents said their school provided adequate training to use online learning platforms (85% private 76% public).
- 79% said the teacher spoke to them directly for an update on the child's learning and well-being (81% private, 72% public).
- Of teachers who spoke to parents 40% respondents with children in private schools said teachers spoke to them daily, while 33% respondents with children in public schools said teachers spoke to them on a weekly basis.

THANK YOU

Supported By



**FRIEDRICH NAUMANN
FOUNDATION** For Freedom.

South Asia

Narotam Sekhsaria Foundation

**Madhu Mehta
Foundation**

and various other individual donors and organisations.