

## **5.0 TRADE AND COMMERCE**

Shopping and commercial areas reflect the economy and the image of the city. As per the Economic Survey of Delhi 2001-2002, there were about 2.3 lakhs retail enterprises in Delhi with an employment of 5.4 lakhs engaged in trade, commerce and allied services. It is expected that the number of enterprises in retail trade are likely to increase to about 4.15 lakhs by 2021 and the corresponding employment is likely to increase to about 9.63 lakhs. In addition to these, large number of enterprises in sectors such as restaurants and hotels, finance & insurance, real estate & business operate from commercial centres. This indicates the predominance of retail and allied service activities in the economic structure of the city.

The major changes in the economic structure are due to liberalization of the economy, entry of multinational companies in the consumer sector, improved telecommunication system, increased per capita income and the purchasing power of the people.

The retail shopping is now clubbed with other activities such as entertainment, work, education etc. At local level improved telecommunication facilities, home delivery of goods, direct marketing concept and e-commerce has reduced the number of trips to shopping centres to some extent.

### **5.1 HIERARCHY OF COMMERCIAL AREAS**

To accommodate required shopping, commercial office and other service activities like cinema, hotel and restaurant and various community services and facilities in an integrated manner, the following five-tier system of commercial activities is envisaged.

**Table 5.1: Five Tier System of Commercial Areas**

<b>TIER</b>	<b>I</b>	<b>II</b>	<b>III</b>	<b>IV</b>	<b>V</b>
<b>POPULATION</b>		About 5 lakhs	About 1lakh	About 10,000	About 5,000
	<b>METROPOLITAN CITY CENTRE</b> (This pertains to already developed Central Business District)	<b>DISTRICT CENTRE</b>	<b>COMMUNITY CENTRE</b>	<b>LOCAL SHOPPING CENTRE</b>	<b>CONVENIENCE SHOPPING CENTRE</b>
<b>AREA (Ha.)</b>	-	40	4.0	0.3	0.1
<b>SUGGESTED ACTIVITIES</b>	All activities as per tier II	Retail Shopping, Commercial and Offices of local bodies, Cinema/ Cineplexes, Hotels, Restaurants, Banquet Halls, Socio-Cultural activities / Recreational Club, Police Post, Fire Post. Telephone Exchange, Post and Telegraph Office, Petrol Pump/ CNG station, Bus Terminal, Multi level Parking,	Retail Shopping, Commercial and Offices of local bodies, Cinema / Cineplexes, Hotels, Restaurants, Banquet halls, Guest House, Nursing Home, Dispensary, Clinical Laboratory, Clinic & Poly Clinic, Police Post, Post Office, Petrol Pump/ CNG station,	Retail Shopping, Commercial Offices, Clinical Laboratory, Clinic & Poly Clinic.	Retail Shopping, Local level service activities.

Notes:

- i) Besides the above, retail shopping of desired level shall also be provided in all work centres and transportation nodes.
- ii) Utilities, Conveniences to be provided as per requirement.
- iii) Service & Repair and Informal activities are proposed to be provided as Service markets and Informal bazaar.

In addition, some components of commercial use are also provided under mixed use, non-hierarchical commercial

centres, informal sector and in the selected areas along the MRTS corridor.

## 5.2 METROPOLITAN CITY CENTRE

The existing CBDs are Connaught Place and its Extension and the Walled City and its Extension. These have all the necessary ingredients to emerge as Metropolitan City Centres.

These Metropolitan City Centres, need to be seen in the light of the historical legacy of the pre-colonial and post-colonial capital cities of the so called old and new Delhi, are envisaged as a city level centre for shopping, entertainment, socio-cultural and all other activities indicated in respect of District Centres. A comprehensively planned and attractive built environment will therefore need to be conceptualized and implemented to develop these as unique centres and major attraction of the city, apart from their commercial and social value for the citizens.

### 5.2.1 CONNAUGHT PLACE & EXTENSIONS

The development of the Metropolitan City Centre in harmony with the existing urban form of the classical Connaught Circus and multi-storeyed buildings in its extension is envisaged to bring in visual integration in the overall urban form.

The areas included in the Metropolitan City Centre would be Connaught Place & Extension (Janpath, Sansad Marg, Baba Kharag Singh Marg, Panchkuian Road, Barakhamba Road, Kasturba Gandhi Marg), Gole Market, Mandi House, Pragati Maidan, Indraprastha Estate.

An integrated plan incorporating urban design, landscape, traffic and transportation schemes, safe pedestrian walkways, parking areas, recreational and cultural areas etc. is to be prepared for its development.

### 5.2.2 WALLED CITY AND EXTENSIONS

The areas included in the Walled City and Extensions would be Shahjahanabad, development on both sides of Jawahar Lal Nehru Marg, Asaf Ali Road, Kashmere Gate and Daryaganj. These traditional areas need to be treated carefully and sensitively in view of their high density and multiple uses. The aim is to revitalize the glory of Walled city and its economic & tourism potential.

The Urban Design guidelines for Metropolitan City Centre are given in the chapter on Urban Design.

## 5.3 DISTRICT CENTRE / SUB-CENTRAL BUSINESS DISTRICT

MPD-2001 proposed two sub CBDs with norms of District Centres (namely Shahadra and in urban Extension). These are now proposed to be dealt with District Centres. The District centres are meant to serve as the apex of the multi-nodal activities of the community which should be conceived as major shopping centers, while serving the community with a reasonable variety of other services and facilities as indicated in table 5.1 and also centres of socio-cultural activity where the community can get together.

The District Centres already developed or in advanced stages of development are:

- i) Nehru Place
- ii) Rajendra Place
- iii) Bhikaji Cama Place
- iv) Janakpuri
- v) Laxmi Nagar
- vi) Shivaji Place (Raja Garden)
- vii) Jhandewalan
- viii) Netaji Subhash Place (Wazirpur)
- ix) Saket
- x) Manglam Place (Rohini)

These centres were developed on the basis of integrated schemes and some of these need upgradation in terms of infrastructure, parking spaces, hawking plazas, physical infrastructure and built environment. The implementing agency / land owning agency can undertake review of the schemes for their upgradation and optimum utilisation of land. The implementing agency should formulate action plans by involving developers and owners associations to improve the environment through self-sustaining schemes, which should include provisions for their subsequent maintenance and upkeep.

Other District Centres in DUA-2001, which are to be developed or are in the process of development, are as indicated below:

- i) Trans Yamuna Area- Shahdra
- ii) Rohini - Twin District Centre
- iii) Peeragarhi (Rohtak Road)
- iv) Paschim Vihar
- v) Shalimar Bagh
- vi) Dheerpur Extension (Jahangirpuri)
- vii) Majnu ka Tila (Khyber Pass)
- viii) Dilshad Garden
- ix) Shastri Park (Shahdara)
- x) Mayur Vihar
- xi) Rohini Ph-III /IV /V
- xii) Dwarka
- xiii) Narela

#### **5.4 NON - HIERARCHICAL COMMERCIAL CENTRES**

Besides the above District Centres, the following Non Hierarchical Commercial Centres shall be developed with specific schemes for each centre:

- i) Commercial Centre adjoining Metropolitan Passenger Terminal, Okhla (Jasola)
- ii) Commercial Centre Laxmi Bai Nagar
- iii) Commercial Centre, Nehru Nagar (Near Ring Rail)

The following other existing non-hierarchical commercial centres, which are also providing services at city level, would also need to be redeveloped:

- i) Central market – Lajpat Nagar
- ii) INA market
- iii) Sarojini Nagar market
- iv) Any other area as may be identified.

The Development Control norms for the above areas shall be as per approved schemes and where ever any enhancement in FAR is approved, subject to charging appropriate levies from the beneficiaries.

#### **5.5 COMMUNITY CENTRE (CC) LOCAL SHOPPING CENTRE (LSC) / CONVENIENCE SHOPPING CENTRE (CSC)**

5.5.1 The Community Centres should be conceived as shopping and business centres catering to the needs of the population at community level. These centres may have Retail Shopping, Commercial and Govt. Offices, Cinema / Cineplexes, Hotels, Restaurants, Banquet halls and Guest House, Nursing Home, Dispensary, Clinical Laboratory, Clinic & Poly Clinic facilities together with other community facilities as indicated in table 5.1.

5.5.2 The LSC / CSC will cater to the day to day needs of the local population. In case of DUA-2001 they may continue to be developed independently of each other as per plans, which may have already been made.

The existing built-up commercial centres may be redeveloped if need be with enhanced FAR subject to payment of appropriate levies.

## **5.6 COMMERCIAL CENTRES IN URBAN EXTENSION**

### **5.6.1 SUB CITY LEVEL COMMERCIAL AREAS**

In Urban Extension, District Centres and Community Centres could be developed wherever possible, in a linear form as commercial cum facility corridors along major transport networks. Such corridors will have non-residential uses like Commercial, Recreational, Public and Semi public, Utilities, Service and Repair, etc. with detailed Urban Design and landscape schemes. The aim is to prevent unintended and unplanned ribbon development. The proposed MRTS stations and bus terminals, as the case may be, shall be integrated within these facility corridors.

### **5.6.2 LOCAL LEVEL COMMERCIAL AREAS**

In case of Urban Extensions it is proposed to combine and integrate LSC and CSC at neighborhood level to ensure their location within walkable distance. These may be located preferably along 30 m R/W roads within the gross residential land use zone.

## **5.7 HOTELS**

Delhi is emerging as an international centre of education, health care, tourism, sports and business, which require complimentary facilities such as hotels, budget hotels, service apartments, etc. catering to various economic groups. Such uses are proposed as part of Commercial use (community centres and above), wholesale markets, transport nodes, etc.

To cater to low tariff accommodation, a hierarchy of Guest House, Lodging and Boarding House/ Dharamshala, Hostels / Bed and Breakfast accommodation have been proposed under respective land uses.

## **5.8 SERVICE MARKETS**

Special attention is required for the low turnover and space extensive shops for fruits and vegetables, service and repair, junk and scrap materials (*kabari*), building materials, automobile workshops etc. The grouping of such activities with planned retail markets leads to conversion of shops into high profit commercial activity. To avoid continuance of this situation, about 10% of the unutilized sites of LSC/ CSC are proposed to be converted into Service Markets.

In Urban Extensions, sites for such service markets at two levels to be established in the initial stages of development to avoid unauthorized ribbon development and misuse of residential premises. The norms are as given in the table 5.2.

**Table 5.2: Norms for Service Markets & Organised Informal Bazaars**

<b>Sub City level (DC / CC)</b>		<b>Local level (LSC / CSC)</b>
<b>Population</b>	About 5 lakhs	About 10,000
<b>SERVICE MARKET</b>		
<b>Area (ha.)</b>	6.0	0.2
<b>Suggested activities</b>	Service and repair activities as specified in Industries chapter. Retail and Limited Wholesale for low turnover activities, like Auto workshops, Fruit & vegetable, General Merchandise, Hardware and Building materials, Gas Godowns, Car Bazaar.	Service and repair activities as specified in the Industries chapter. Low turnover activities, like Auto workshops, Fruit & vegetable, General Merchandise, Hardware and Building materials, Kabari.
<b>INFORMAL BAZAAR</b>		
<b>Area (ha.)</b>	5.0	0.1
<b>Suggested activities</b>	Informal shops, Weekly markets, Organised eating places, Handicraft bazaar, used Book / Car / Furniture / Building materials bazaar, Cycle & Rickshaw repairs, Kabari, etc.	Informal shops, Weekly markets, Handicraft bazaar, Cycle & Rickshaw repairs, Kabari, etc.

Note: Utilities, Conveniences to be provided as per requirement.

## 5.9 INFORMAL SECTOR

Large sections of unemployed and under employed population in rural areas and small towns look forward to the metropolitan cities like Delhi for employment and enter the city to move up the economy ladder. This brings forth a multitude of small enterprises and petty trading activities in the informal sector. Thus a metropolis like Delhi has (a) organized wage paid sector and (b) an equally large informal sector. This sector with highly reduced needs of floor space and investment is important as a source of employment and services in the economic fabric of the city.

A survey conducted by the Directorate of Economics and Statistics in 1997 on unorganized trading activity in Delhi estimated the total number of unorganized trading enterprises as 2 lakhs and the number of persons employed about as 3.18 lakhs. The contribution of this sector which is measured in terms of Gross Value added to the economy of Delhi was estimated at Rs. 1.01 lakh per enterprise per annum.

The informal sector units locate themselves strategically near work centres, commercial areas, outside the boundaries of schools colleges, hospitals and transport nodes and near large housing clusters. A very high percentage of this activity has been observed

in the Walled city, Trans Yamuna area and old commercial areas. A large number of units are mobile in nature.

#### 5.9.1 POLICY FOR EXISTING AREAS

- i) The location / concentration of present stationary units shall be considered on case by case basis and steps for relocation / improvement shall be taken. It should be ensured that such activities shall not spill over on the right of way. The Government /concerned local agencies should coordinate the policy.
- ii) The areas of informal sector shall have suitable public conveniences and solid waste disposal arrangements.
- iii) Formulation of guidelines for schemes, which would include 'Hawking' and 'No Hawking' Zone. Specific areas to be earmarked for stationary and mobile street vendors by the concerned local authority / RWA at neighborhood / cluster level.
- iv) The local authorities to take up new designs of stalls, push-carts and mobile van of various sizes and with cleaning facilities. This should be done giving due consideration of urban design requirement of specific area where informal shopping is being permitted.
- v) Defining the role and responsibility of NGO's along with the specific obligations on part of hawkers towards the society for maintenance of law and order within the hawking zones and weekly markets.
- vi) An informal unit shall not be permitted within a distance half of the width of the road, from an intersection.

#### 5.9.2 ORGANISED INFORMAL SECTOR PLACES (Haat)

There are large numbers of informal sector units in the city but there are no organized clusters. There is a need to provide for organised informal eating places along with casual shopping, etc. to be located strategically in the city at the following locations:

- i) Near TV Tower Pitampura.
- ii) Near sub C.B.D. Trans Yamuna Area.
- iii) Rohini
- iv) Geeta colony
- v) Adjoining transport nodes including ISBT.

In addition implementing agency may add locations as per requirement.

#### 5.9.3 INFORMAL BAZAAR

In new urban areas, informal bazaars could be part of the planned commercial areas at two levels. These could be implemented in the initial planning stages along with development of residential areas. The planning norms are given in the table 5.3.

#### 5.9.4 WEEKLY MARKETS

Weekly markets, the traditional style of retail shopping is quite popular in Delhi, especially among the lower and middle-income groups. These markets are operating in a systematic manner choosing locations central to a large population centres either on vacant land or on the roadsides. Parking and other open spaces within the service markets, commercial centres could be so designed that weekly markets can operate in these areas during non-working hours.

### 5.9.5 PLANNING NORMS FOR INFORMAL TRADE

The informal sector is to be incorporated in trade in the planned development in various use zones. The provision of informal sector

trade units should be ensured at the time of sanction of the building plans / layout plans as per the norms given in table 5.3.

**Table 5.3: Planning Norms**

S.No.	Use Zones / Use premise	No. of Informal shops / Units
i)	Retail trade: Metropolitan City Centre District Centre Community Centre Convenience Shopping Centre	3 to 4 units per 10 formal shops (to be provided in informal bazaar / service market components)
ii)	Government and Commercial Offices	5 to 6 units per 1000 employees
iii)	Wholesale trade and Freight Complexes	3 to 4 units per 10 formal shops
iv)	Hospital	3 to 4 units per 100 beds
v)	Bus Terminal	1 unit for two bus bay
vi)	Schools Primary Secondary/ Senior Secondary/Integrated	3 to 4 units 5 to 6 units
vii)	Parks District Parks Neighbourhood parks	8 to 10 units at each major entry 2 to 3 units
viii)	Residential	1 unit / 1000 population
ix)	Industrial	5 to 6 units per 1000 employees
x)	Railways Terminus / MRTS Stations	To be based on surveys at the time of preparation of the project.



**Table 5.4: Development Controls - Commercial Centres**

USE/ PREMISES	USE	MAXIMUM			PARKING STANDARD ECS/100 SQM. OF FLOOR AREA	OTHER CONTROLS
		GROUND COVERAGE (%)	FAR	HEIGHT (mts)		
<b>a) Commercial Centres</b>						
i. Convenience Shopping Centre / Local Shopping Centre / Local Level Commercial areas		40	100	15	2	-
ii. Service Market iii. Organised Informal Bazaar.		40	100	15	2	-
iv. Community Centre		25	125	NR*	3	Maximum 5% additional ground coverage shall be allowed for providing atrium
v. District Centre/ Sub-Central Business District / Sub-City Level Commercial areas		25	150	NR*	3	Maximum 5% additional ground coverage shall be allowed for providing atrium
<b>b) Metropolitan City Centre / Central Business District</b>						
i. Commercial Plot: Retail & Commerce Metropolitan City Centre i.e. Connaught Place & its Extension		25	150	NR*	3	<p>i. The size of the plot shall be as in the layout of commercial area and any subdivision of the plot in Connaught Place and its extension should not be permitted</p> <p>ii. The development controls shall be in accordance with the comprehensive plan of the area to be reframed by the local body.</p> <p>iii. In case of Connaught Place, the existing height shall be maintained and FAR could be achieved by increasing proportionate ground coverage.</p>

USE/ PREMISES	USE	MAXIMUM			PARKING STANDARD ECS/100 SQM. OF FLOOR AREA	OTHER CONTROLS
		GROUND COVERAGE (%)	FAR	HEIGHT (mts)		
ii. Commercial Complex at Fire Brigade Lane and Janpath Lane		25	150	NR*	3	i. Ground coverage and FAR shall be calculated on the area of presently available plots. ii. The area shall be developed on the basis of comprehensive scheme.
iii. Asaf Ali Road ( the area shown as commercial strip in Delhi Gate – Ajmeri Gate scheme)		80	200	20	3	Setbacks are not mandatory
c) <b>Hotel</b>		30	150	NR*	3	i. Maximum 5 % additional ground coverage shall be allowed for providing atrium. ii. Maximum 20 % of the FAR can be used for the Commercial offices, Retail & Service shops.
d) <b>Any other Commercial Centre</b> (including Commercial component along with Railway / MRTS Stations / ISBT)		25	100	NR*	3	Development controls can vary subject to approved scheme.

\* NR - No Restriction

Notes:

- i) The utilities such as, underground water storage tank, roof top water harvesting system, separate dry and wet dustbins, post delivery counter etc. are to be provided within the plot. All hotels, restaurants, auto workshops, hospitals etc. will have to make arrangements for solid waste disposal and preliminary effluent treatment.
- ii) Individual plot with floor area of 5000 sqm or above will provide ESS and generator within the plot. They have to submit energy consumption/ audit at the time of sanction of building plans.

- iii) Height subject to clearance from ASI, Airport Authority of India, Delhi Fire Service etc.
- iv) Wherever parking is provided within the plot / basement, and is misused, the same is liable to municipalisation / taken over by the authority.
- v) Wherever redevelopment of existing commercial areas stipulate preparation of a comprehensive scheme, the same can be initiated jointly by the lessees / owners themselves and submitted to land owning agency / planning authority for approval. Wherever any enhancement in FAR is approved, the same will be subject to charging appropriate levies from the beneficiaries.

**Table 5.5: Definition and Activities Permitted in Use Premises**

<b>Use premise</b>	<b>Definition</b>	<b>Activities permitted</b>
Retail Shop	A premise for sale of commodities directly to consumer with necessary storage.	Retail Shop, Repair Shop, Personnel Service Shop.
Repair Shop	A premise equivalent of a of a retail shop for carrying out repair of household goods, electronic gadgets, automobiles, cycles etc.	Retail Shop, Repair Shop, Personnel Service Shop.
Personnel Service Shop	A premise equivalent of retail shop providing personnel services like tailor barber etc.	Retail Shop, Repair Shop, Personnel Service Shop.
Vending Booth	A premise in the form of booth for sale of commodities of daily needs either through a mechanical installation or otherwise.	Vending Booth
Convenience Shopping Centre	A group of shops not exceeding 50 in number in residential area serving a population of about 5,000 persons	Retail Shop, Repair Shop, Personnel Service Shop.
Local Shopping Centre	A group of shops not exceeding 75 in number in residential area serving a population of 15,000 persons	Retail Shop, Shopping malls Commercial Office, Industries permitted, Clinical Laboratory, Clinic & Poly clinic, Restaurant, Soft Drink & Snack Stall, Post Office and Bank, Nursing Home and Guest Houses.
Commercial Office	A premise used for offices of profit making organisations.	Commercial Office, retail & personal Service Shop, Restaurant, Bank, Post & Telegraph Office.
Bank	A premise for offices to perform banking function and operation.	Bank, Watch & Ward Residence (upto 20 sqm.) commercial office, Canteen
Motor Garage and workshop	A premise for servicing and repair of automobiles.	Motor garage and Work Shop, retail shop (spare parts), Soft drinks and Snacks stall)
Cinema / Cineplex	A premise with facilities for projection of movies and stills with a covered space to seat audience.	Cinema, Watch & Ward Residence (upto 20 sqm.) Administrative Office, Soft Drink & Snack Stall, Retail Shop & Commercial office.
Drive in Cinema	A cinema with facilities for projection of movies and stills for car audience including an auditorium for other audience.	Drive in cinema, Watch & Ward Residence (upto 20 sqm.) Administrative Office, Restaurant, Soft Drink & Snack Stall.

Restaurant	A premise used for serving food items on commercial basis including cooking facilities. It may have covered or open space or both for sitting arrangement.	Restaurant
Hotel	A premise used for lodging of 15 persons or more on payment with or without meals.	Banquet / Conferencing facilities, Restaurant, Swimming pool, Health Club, Food court, Discotheque. In addition 20 % of the FAR can be used for Commercial Offices, Retail & Service Shops.
<b>INFORMAL SECTOR</b>		
Weekly Market/	An area used once in a week by a group of informal shop establishments in the form of a market. These markets shift from one area to another on different days of the week.	Weekly market, informal Retail trade, Soft Drink and Snack Stall (All structures will be either temporary or mobile, only for one day in a week).
Informal Sector Unit	Retail/ service unit, stationary or mobile, working without roof including small khokhas on roadside. Street vendor- A person who offers goods or services for sale to the public without having a permanent built up structure but with a temporary static structure or mobile stall (or head load).	Informal Sector Unit