

## **ABSTRACT**

Affordable rental housing for urban migrants in Indian megacities remains under-supplied and fragmented despite increasing migration and informal employment. This study develops a people-centered framework defining success in affordable rental housing (ARH) for two distinct migrant typologies: short-term, employer-tied migrants (primarily construction workers) and long-term, independently renting households (Low Income Group and Middle-Income Group 1 categories). The research integrates Critical Success Barriers (CSBs), Critical Success Criteria (CSCs), and Critical Success Factors (CSFs) into a unified model. A mixed-methods approach combined a systematic literature review, the Fuzzy Delphi technique with 15 experts, and primary surveys with 386 long-term renters and 288 short-term migrants in Delhi-NCR. Factor prioritization employed hybrid multi-criteria decision-making combining RIDIT, Grey Relational Analysis, and TOPSIS methods, aggregated using Borda count and entropy-based domain weighting. Validation used Spearman and Kendall correlations with sensitivity analysis. Importance-Satisfaction mapping revealed significant delivery gaps across typologies. Long-term rental priorities centered on Institutional and Economic domains: rent-to-income thresholds, fair rental agreements, reliable maintenance, grievance redressal, and developer incentives. Short-term worksite housing emphasized Social and Environmental domains: habitability standards, sanitation access, healthcare provision, labor protection enforcement, and microfinance options. Critical implementation deficits emerged where high-importance factors showed low satisfaction. Complaint resolution, rental subsidies, and habitability standards require immediate intervention. However, proximity to employment and affordable commuting performed well for long-term renters. The study translates research findings into actionable policy reforms. For long-term rentals, recommendations align with the Model Tenancy Act (2021) framework. For employer-tied shelters, targeted amendments to the Occupational Safety, Health and Working Conditions Code (2020) are proposed. Additionally, the research outlines a digital platform anchored by Urban Local Bodies (ULBs) that would register tenants and workers, track tenancy compliance, audit housing quality, and facilitate grievance redressal. This research contributes a validated CSB-CSC-CSF framework that connects policy intentions with migrant experiences on the ground. The framework supports evidence-based targeting, monitoring, and resource allocation for affordable rental housing programs. While the study has limitations, including focus on Delhi-NCR and exclusion of deeply informal contexts and homeless migrants, the framework remains modular and scalable. It provides a foundation for replication across other Indian cities and can be extended to additional migrant groups such as students and gig workers.

**Keywords:** Affordable Rental Housing, Critical Success Criteria, Critical Success Factor, Critical Success Barrier, Megacities, India, Urban Migrant