WOMEN'S SAFETY IN PUBLIC TRANSPORT

A Pilot Initiative in Bhopal

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Report by:

Amit Bhatt
abhatt@embarqindia.org

Ranjana Menon
rmenon@embarqindia.org

Azra Khan
Consultant, WRI India

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EXECUTIVE SUMMARY

This project is a pilot intervention to improve women's safety in public bus transport in Bhopal. The project is part of Government of UK Department for International Development's (DFID) support to Government of Madhya Pradesh (GoMP).

The objective of this project was to create an Action Plan to ensure Women's Safety in Public Transport in the city of Bhopal. The project aims to identify and address the unidentified needs and problems of women commuters of public transport. The concerns of women are incorporated into policy-making, planning, operations and contracting of Public transport in the city of Bhopal. Gender Mainstreaming has been followed as the approach in this project.

The project involved understanding the current public transport scenario in Bhopal and in particular, the experience of women commuters. Data collected highlighted the following key findings:

- A short supply of public transport infrastructure;
- Difference in the travel patterns of women and men;
- High level of harassment of women who use public transport; and
- Limited understanding of harassment among public transport personnel.
- Limited economic capacity of women commuters as compared to male commuters
- Discontinuity and mismanagement of past projects, which address women's issues

The project highlighted that the issues faced by women commuters of public transport are multi-dimensional. These problems hence cannot be solved using a single solution. The solutions proposed were classified into four main categories:

- Institutional Capacity- To address continuity and management of projects. It also addresses representation of women at all levels of planning and operation in public transport. Example: Appointment of Manager Safety and Security & hiring of female employees on ground operations.

- Public Transport Planning and Operations- To ensure that the concerns of women commuters are incorporated into planning and operations of public transport. Example: Stop on request programme, Special bus pass for women, etc.

- Public Transport Infrastructure and Vehicles- To ensure that concerns of women are incorporated into the design of both public transport infrastructure such as bus stops but also the rolling stock that is buses. Example: Women friendly design of buses, etc.

- Enforcement and Grievance System- Solutions which are concerned with the systems that women can approach in case a problem arises. Example: Availability of patrol vehicles, helpline numbers, etc.

Since public transport planning, policy and operations are not entirely under the jurisdiction of a single agency, the different stakeholders involved and their roles were identified. The solutions proposed fall under the jurisdiction of different stakeholders. These solutions together will ensure women's safety in public transport. The stakeholders identified includes BCLL (public transport agency), the police, BMC (Municipal Authority), RTO (State transport Authority), etc.

This project is one of the very few initiatives in India to undertake a comprehensive study on the lack of safety for women in public transport and the associated concerns related to public transport policy, design, planning and operations. The proposed Action Plan, when adopted by the stakeholders, can aid in improving the safety, security and the quality of public transport for women in Bhopal.

POOR UNDERSTANDING OF WOMEN'S NEEDS IN TRANSPORT

"*It is widely acknowledged that women's travel patterns are different from men's, and these differences are characterized by persistent inequalities. Within any given urban setting, women have inferior access to both private and public means of transport while at the same time assuming a higher share of their household's travel burden and making more trips associated with reproductive and caretaking responsibilities*" (Peters 2013). "*The difficulties faced by women with regard to their mobility are a form of social exclusion which affects all aspects of their lives and in particular hinders their economic output and health*" (Duchene 2011)

Studies from around the world show that women depend more on public transport than men, especially when they are part of the lower income strata.

- In France, two-thirds of public transit passengers are women[1]
- In the United States in 2007, 55% of public transit passengers were women[2]
- In Germany, women use public transport more than men[2]

However, data collected by public transport authorities is not disaggregated to understand women's modal shares or to identify the enablers and barriers (affordability, accessibility, information, safety and security) which impede their access to public transport. The success of transport systems across the globe in meeting women's needs and the unexpected impacts that its development has on women's lives are poorly understood and documented. Hence they are also poorly addressed. (Turner and Fouracre 1995)

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[1] Gender Equality Initiatives in Transportation Policy, Yael Hasson and Marianna Polevoy, July 2011

[2] Demand for Public Transport in Germany and the USA: An Analysis of Rider Characteristics, RALPH BUEHLER AND JOHN PUCHER, 2012

Globally, women specific barriers to safe public transport include fear and experiences of sexual harassment and violence while accessing and using public transport. Overcrowding, lack of space and information, delay or unreliable public transport services have a disproportionately higher impact on women than men. Trips made by women are typically characterised by off-peak hour trips, trip chaining i.e. grouping multiple activities and/or destinations into a single trip, higher probability of carrying packages or being accompanied by dependents (UN Women 2010) . These factors make women even more vulnerable to harassment as standard public transport services do not account for them and thus cater to these trip characteristics.

It is widely acknowledged that women's travel patterns are different from men's, and are characterized by persistent inequalities.

In addition, the complex household and caretaking responsibilities of women usually force them to make multiple stops even in a chained trip. This makes the trip costlier for women as they may have to pay numerous single-fare tickets during such a chained trip (Peters 2013). As women's travel is characterized by trip chaining, the most predominant mode of travel for low-income women in developing countries is walking (Peters 2013). The off-peak and peripheral public transit routes that women depend on for their travel to shopping or social facilities have less priority than the radial commuter corridors that connect directly to the city centre.

While "bad design" of public spaces may not cause direct verbal or sexual assault, the inverse does hold true. Good design plays an important role in creating safe and inviting spaces for women and discourages situations where women get harassed. Thus, there is a need to devise guidelines that mainstream gender in all aspects, including planning, operations, participation, maintenance and procurement of bus-based public transport.

To ensure increased presence of women in economic activities, availability of safe and reliable transport services is not just desirable but mandatory. Addressing the needs of women also ensures that the needs and issues of other women-dependent groups like children and elderly are addressed.

2. PROJECT PURPOSE & APPROACH

ENABLING **SAFE AND SECURE TRAVEL FOR WOMEN** IN PUBLIC TRANSPORT

This project is a pilot intervention to improve women's safety in public transport in Bhopal. It is an initiative under DFID support to Government of Madhya Pradesh (GoMP) as part of the Madhya Pradesh Urban Infrastructure Investment Project (MPUIIP). Bhopal Municipal Corporation (BMC), Bhopal City Link Limited (BCLL), Municipal Strengthening Unit (MSU) and the Urban Administration and Development Department (UADD), GoMP, are the principal recipients of the proposed support.

The objective of this study is to create an Action Plan that enables safe and secure travel for women in public transport in Bhopal and address their unmet needs. Further, it aims to mainstream gender concerns in future planning, contracting and policy-making processes in public transport. As part of the study, safety audits and situational analyses were conducted to understand safety concerns of women bus commuters. The study also advocated the strengthening the capacity of bus personnel, further emphasizing their role in preventing and addressing sexual harassment and improving women's safety in public transport.

For the purpose of the project, the definition of a public transport trip is not only limited to travel within a public transport vehicle. The definition has been broadened to include (1) access and egress trips; (2) wait times at public transport stops; (3) vehicle boarding and alighting; and (4) journey inside the vehicle. Attention has been given to ensure that the Action Plan is holistic and that it considers all possible solutions. The Plan also identifies key stakeholders in the city and their role in addressing the issues.

The study is broken down into three stages, briefly described as follows:

The **inception stage** of the study provides an overview of the transport scenario in Bhopal and women's safety concerns, pilot routes selected (one trunk route, standard route and three mini bus routes) for a detailed study, a reconnaissance survey along the selected routes, the key project stakeholders and reference case studies. It also describes the project methodology and road map for the rest of the study.

The **interim stage** of the study includes a review of selected case studies, stakeholder consultations and situational analysis of Bhopal's public transport scenario. The findings from the review were used to identify relevant issues for women's safety and comfort and good practices that are being followed by cities around the world including India. This stage also involved capacity building for bus personnel and a women's safety campaign in the city to build awareness on the issue.

The **final stage** of the study involved developing an Action Plan for the city of Bhopal based on the findings from the interim report. The action plans detailed the recommendations for the city and the authorities and key stakeholders responsible for the implementation items. The plan also took into account both formal and informal transport modes. These recommendations were then presented to the important stakeholders in the city for their input and validation in a workshop[3] held in April, 2015. Finally, the discussions and suggestions from this workshop have been incorporated into the final set of recommendations and presented in this report.

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[3] Validation Workshop on Women's Safety in Public Transport- Details are given in Annexure

3. PROJECT METHODOLOGY

MAINSTREAMING GENDER CONCERNS IN PUBLIC TRANSPORT PLANNING & OPERATIONS

The project focuses on mainstreaming gender in public transport planning and operations including improving accessibility to public transport. The proposed methodology (Figure 1) is tied to the project milestones and deliverables as per programme reporting guidelines.

In accordance with the above objectives, the project methodology comprises of three stages/focus areas:

1. Literature Review – To study and understand the paradigm around women safety concerns in public transport globally and best practices adopted globally to ensure safer travel for women commuters worldwide.

2. Situational Analysis – To understand the current issues faced by women commuters of public transport in Bhopal.

3. Capacity Building and Awareness Creation - To emphasize the need of gender sensitization and women's safety in the city of Bhopal.
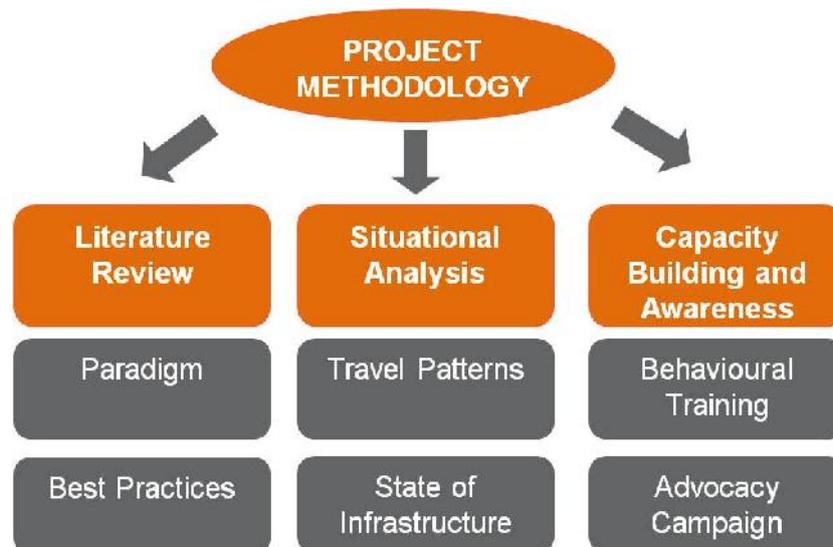
Figure 1 Project Methodology

3.1.   LITERATURE REVIEW

The study identified 7 cities within and outside India, which have actively looked at the gender aspect in public transport or safety of women in public spaces. The problems faced by these cities and steps taken to address these problems were then studied with an intent to compile best practices in the field.

Academic reports on gender and public transport were also studied as a part of the literature review to understand the essential differences in travel patterns of men and women. This information was then used by the project team to (1) identify relevant data to be collected for the city and (2) define the paradigm/ framework of the project.

3.2.   SITUATIONAL ANALYSIS

Situational analysis was undertaken to understand the current public transport scenario in the city of Bhopal. Various activities as indicated in

Figure 2 were undertaken to study the travel patterns on men and women, perception of commuters and quality of public transport infrastructure. The situational analysis exercise thus helped in capturing a snapshot of the existing situation of the city.

Figure 2 Activities Undertaken for Situational Analysis

a. Stakeholder Consultation (timeline – August, 2015 to September 2015)

A core group of stakeholders comprising of government and private organisations and related to public transport planning or operations/ with women's safety in the city were identified (Table 1). Officials from these agencies were then interviewed to understand the issues and challenges in the city and the steps that have been taken to address these issues. Suggestions on steps that could be taken to improve the current scenario and making the city safer for women were also discussed.

Table 1 List of Key Stakeholders

S. No.	Stakeholders
1.	Bhopal City Link Limited (BCLL)
2.	Bhopal Municipal Corporation (BMC)
3.	Urban Administration and Development Department (UADD)
4.	Police
5.	Traffic Police
6.	Women and Child Development Department
7.	Educational Institutes
8.	Advocacy organizations working on women safety issues

b. Baseline Survey

To understand the on ground safety concerns of women public transport commuters and to assess the existing services, a situational analysis was done through a baseline survey of commuters. Baseline surveys of both male and female commuters along the 8 selected pilot corridors[4] were conducted to understand their travel patterns, their daily travel experiences and the key differences in their travel patterns. The survey also sought to understand women's perception of their journey across different modes and steps that could be taken to make them feel safer. A total of 1998 commuters were surveyed for this analysis. The survey questionnaire included questions on demographic details, trip characteristics and commuter experience of the journey including their perceptions related to women safety.

c. Rapid Assessment

Rapid assessment was undertaken to assess the present condition of infrastructure along the 8 pilot corridors. Accessibility, provision of public transport and street infrastructure were some of the parameters studied. The rapid assessment survey consisted of 4 categories:
1. Route details
2. Footpath details along the route
3. Condition of bus shelters
4. Condition of public transport vehicles

Boarding and Alighting Counts

Counts analysis of passengers along selected pilot corridors was conducted through boarding and alighting surveys. The analysis was undertaken to understand the time popularity and stop popularity along the 8 routes for male and female commuters. The analysis also helped in route comparison to understand popular routes among women in Bhopal.

d. Driver and Conductor Interviews

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[4] Details on selection of corridors given in Annexure 6

As a part of the situational analysis, drivers and conductors from the selected pilot corridors were also interviewed. The interviews focused on understanding the level of gender sensitivity and awareness about sexual harassment. The interviews also tried to capture their preparedness to address and/or respond to instances of sexual harassment within their respective modes of transport and the standard operating procedures adopted for safety of women.

The interviews helped in understanding both the perceptions and the preparedness of public transport services in handling harassment instances.   A total of 186 drivers and 71 bus conductors were interviewed on the selected pilot corridors. The results and learnings from the interviews are explained in the following sections.

e. Safety Audits

Safety audits of the selected pilot corridors and bus stops along these routes were conducted (Figure 3) by means of a mobile based application called 'Safetipin'. Safetipin is a map-based mobile phone application that consists of a set of 9 parameters that together contribute to the perception of safety. The nine parameters include - lighting, openness, visibility, crowd, security, walk path, public transport, gender diversity and feeling of safety. Each audit results in a pin on the specific location where the audit was performed. Every pin is denoted by three different colours depending on the input: Red indicates an unsafe location, amber indicates a slightly safer location and green indicates a safe location.

As data on harassment and eve teasing[5] are highly underreported, safety audits act as a valuable proxy in understanding the perception of people and greatly help in getting a better idea of the situation on-ground.
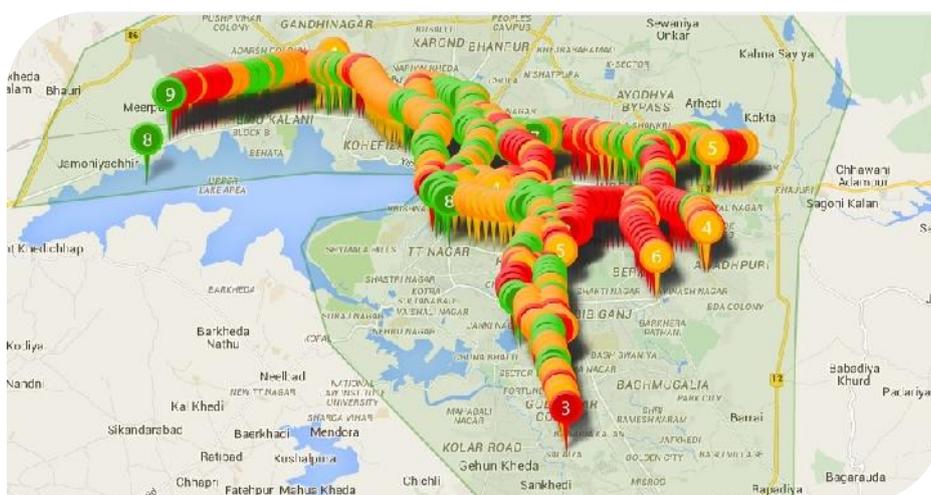
Figure 3: Safety Audits along Selected Pilot Corridors
Source: http://api.safetipin.com

3.3.   CAPACITY BUILDING AND AWARENESS CREATION

For capacity building and awareness generation, two activities as illustrated in Figure 4 were undertaken.

Figure 4 Capacity Building and Awareness Creation Activities

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[5] Eve Teasing- Public sexual harassment or molestation (often known as "street harassment") of women by men

a. *Training of Drivers & Conductors*

Trainings and sensitization of bus drivers and conductors on gender and women's safety were undertaken (Figure 5) on 23rd, 24th and 25th January, 2015. The trainings were conducted by a local women's organisation, Sangini along with the support from the Police Department. and aimed to help drivers and conductors understand and identify various types of harassment, increase awareness about existing laws with regard to women's rights, improve the interaction with women passengers and increasing their personal commitment to prevent harassment of passengers especially women.   The trainings also focussed on the appropriate steps that can be taken by ground personnel in case of an incident on a bus.

Figure 5 Driver & Conductor Trainings

Though the activity was centred towards capacity building of ground personnel, there were key takeaways from these activities which have helped in building a greater understanding of the issue of women's safety and thus contributed to the framing of the final recommendations.

b. *Advocacy Campaign*

A one week advocacy campaign, headed by Sangini, a local NGO with support from BCLL to improve women's safety, create awareness on sexual harassment and violence against women in public transport was undertaken in May, 2015. The campaign included both on- ground activities as well as activities on the social media to ensure maximum outreach and coverage. Various activities such as exhibitions at bus stops, signature campaigns, and talk shows with police and role plays in the buses were undertaken (Figure 6 and Figure 7). Public feedback on the same was recorded as a source of information for later stages in the project.

Figure 6 Signature Campaign

Figure 7 Exhibition at Bus Stops

ACCESS TO SAFE PUBLIC TRANSPORT CRUCIAL IN ENSURING FREEDOM OF MOVEMENT

4.1. GENDER PERSPECTIVE

Women account for 48.5% of the general population of India (Census of India 2011). However, in terms of economic status, Indian women only make up an estimated 30% of all economically active individuals and earn 62% of a man's wages for similar work (World Economic Forum 2013)

According to the Ministry of Labour and Employment, GOI, India's Female Work Force Participation Rate (FWFPR) dropped from 29% in 2004-05 to 22.5% in 2011-12 (Ministry of Labour and Employment, GOI 2011). Since the Indian economy grew at a rate of 8.5% in 2011-2012, the decrease in women's participation cannot be attributed to the lack of opportunities. According to the International Labour Organization's Global Employment Trends 2013 report, India ranks 120th among the 131 countries ranked in women's labour force participation (International Labour Organization 2013). Among the BRICS (Brazil, Russia, India, China and South Africa) nations, India has the lowest female participation rate.

Research is now proving that there is a direct linkage between increasing crimes against women and their work force participation.

Further, the FWFPR among the women in urban areas is lower when compared to their rural counterparts. Employment and unemployment survey by the National Sample Survey Office (NSSO) shows that in 2009-10 the FWFPR was 26.5 % in rural areas while it was only 14.6% in urban areas. This is an

alarming trend for the country given its urbanisation rate. More than 40% of the country is projected to live in urban areas by 2040 (ASSOCHAM 2014).

There are various factors contributing to the low FWFPR in India. Increased number of working age women enrolling in school; increase in household incomes and decrease in employment opportunities for women, are few of the most quoted reasons for this downfall (International Labour Organization 2013). Research is now proving that there is a direct linkage between increasing crimes against women and their work force participation.

- "*Women would be less likely to participate in the labour force when perceived threat of crime against women is high and the deterrent effect is likely to be stronger in traditional societies*". (Chakraborty 2014).
- A 2006 household survey conducted in Delhi identified lack of safety to be a key contributing factor in the non-participation of women in the workforce (Sudarshan and Bhattacharya 2008). Sexual harassment and violence in public spaces restricts a woman's freedom to move around the city. This restriction in movement has a big impact on a woman's access to economic and social opportunities (Figure 8).

Figure 8 Restriction in Movement and Woman's Access to Economic and Social Opportunities

Studies conducted in India by organizations like Jagori, Akshara and Sakhi have demonstrated that women face harassment not only at night or in secluded spaces but also during the day (Vishwanath 2013). A 2010 study of over 5000 men and women, conducted in Delhi, showed that women and girls faced high levels of sexual harassment in public transport, buses and roadsides. Almost two out of three women and girls reported facing sexual harassment between 2-5 times in the past year (UN Women et.al 2010). 51.4% of the women surveyed for the Jagori study reported that they were harassed while using public transport, while 49% of the men reported that they witnessed women being harassed.

To increase women's work force participation, it is necessary to provide safe access to public transport to enable freedom of movement and a safe environment.

4.2. WOMEN AND PUBLIC TRANSPORT

The December 2012 Delhi incident against a woman, now known as the Nirbhaya' incident gained a lot of media attention and brought importance to the issue of women's safety especially in public transport. The Verma Committee was constituted to review laws on sexual harassment. Some of the recommendations of the committee were in the field of women's safety in public transport. These recommendations included:

- Ensuring strict compliance with court orders that prohibit the use of black films on public transport vehicles;
- Improving police / security presence on roads and in public transport vehicles;
- Verifying identities of drivers and other personnel working in public transport vehicles and maintaining a common data base of such personnel;
- Displaying bus and personnel information within the bus along with installation of CCTV cameras and tamper proof GPS systems. These systems should be enabled to report route deviations; and
- Providing regular police patrolling of buses and hotline services for women.

The Verma Committee also emphasised the importance of appropriate gender-sensitive training for judges, lawyers, law enforcement officers/police and medical personnel towards understanding crimes of rape and other sexual offences. (Justice JS Verma 2013).

Government of India also allocated money to specifically address the issue. The Nirbhaya Fund with INR 1000 crore budget was allocated. Figure 9 illustrates the funding allocated by GOI to address lack of women safety in public transport.

2012 — Verma Committee constituted

2013 — Union Budget 2013- INR 1000 crores (Nirbhaya Fund)

2014 — Union Budget 2014- INR 200 crores

2015 — Union Budget- INR 2000 crores (Nirbhaya Fund)
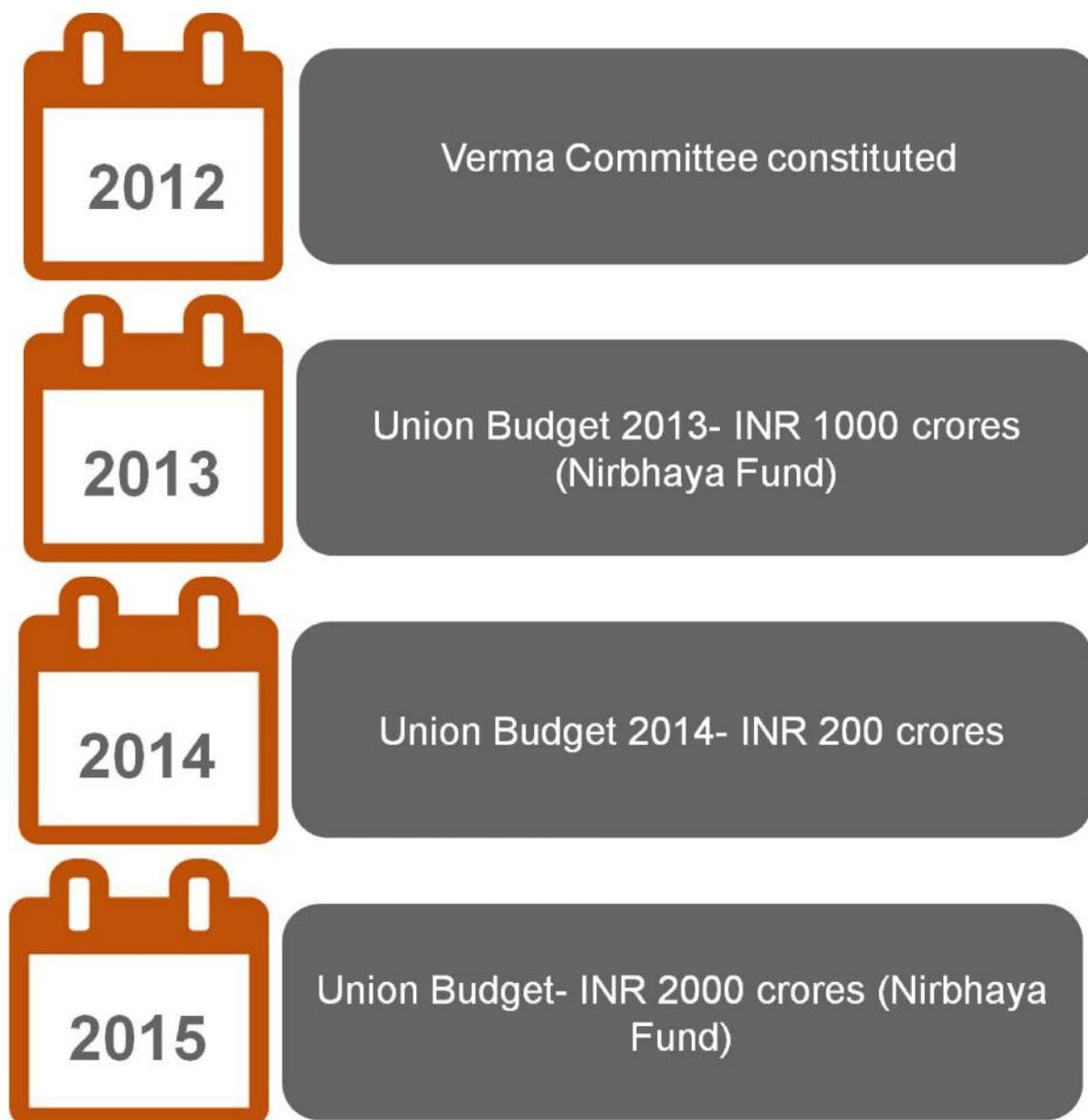
Figure 9 Central Government Funding for Women Safety in Public Transport

As illustrated in Figure 9, INR 1000 crores were allotted in 2013 under the Nirbhaya Fund. However more than INR 800 crores of this budget got lapsed since there were no ministries or city governments who applied for the funds. As Dennis S. Jesudasan noted in The Hindu article 'Rs. 800 cr. of Nirbhaya Fund lying unused' on March 16, 2015 - only two government schemes, accounting for INR200 crores planned to make use of the funds available under the Nirbhaya Fund, 50 crores for the 'Scheme on Women Safety on Public Road Transport' to be administered by the Ministry of Road Transport and Highways and Rs.150 crores for 'Schemes on backend integration of distress signal from victims with mobile vans and control rooms' to be administered by the Ministry of Home Affairs.

A Request To Information (RTI) was filed in September, 2014 from the Bengaluru-headquartered onlinerti.com, made public that even the INR 200 crores allotted for specific schemes were not spent completely. The Ministry of Road Transport replied to the RTI filed in February, 2015 stating that the ministry has so far spent only INR 32 lakhs of the allotted INR 50 crores. For INR 150 crores allotted to Home Ministry there is no information available on the funds utilisation. In summary, more than INR 800 crores elapsed from the Nirbhaya fund from 2012-2014, as government agencies were unable to propose and implement projects that addressed the issue of women safety in public transport.

There has however been a continued interest from the GOI to look at women's safety in public transport. In 2015, INR 2000 crores was allotted for the Nirbhaya Fund and a key project under this funding is to create a national vehicle security and tracking system in 32 one-million plus cities in India (Press Information Bureau, GOI 2014). Under this project, public transport vehicles in the 32 selected cities will be required to provide CCTV cameras (if the vehicle capacity is more than 23 passengers), GPS devices and panic buttons. These electronic devices will be centrally connected to a Central Control Room and will be controlled by the respective City Police Department. Some possible scenarios include:

- If the panic button is triggered, the CCTV cameras will start displaying live footage of the bus at the central control room
- If a vehicle deviates from its prescribed route (monitored through the GPS devices), the system will be triggered to send signals to the control centre.

Figure 10 to Figure 16 showcases some of the most some common solutions implemented till date in Indian cities by various cities.

Figure 10 CCTV Cameras in Delhi

Figure 11 Women-Only Buses in Meerut

Figure 12 GPS Tracking Device in Shimla

Figure 13 Women Only Compartments in Delhi

Figure 14 Reserved Seats for Women in Shimla **Figure 15** Emergency Numbers in Bhopal

Figure 16 Citizen Cop - A Mobile Application by Bhopal Police

Based on the research conducted on the initiatives undertaken by GOI and city governments in India, the following conclusions can be drawn:

- **Excess Focus on Technology-Centric Solutions**: Proposals and solutions that have currently been implemented are technology-centric, even though the Verma Committee Report discusses other solutions.

- **Knowledge Gap**: Solutions currently implemented by cities are on an ad hoc basis, without a complete understanding of the issues.

- **Underutilisation of Funds:** Funds allocated to address women safety in public transport has either been underutilised due to the reasons mentioned earlier.

5. BHOPAL SCENARIO

HUGE GENDER GAP IN ECONOMIC PARTICIPATION

5.1. GENDER PERSPECTIVE

The FWFPR in Bhopal was 10.3% while it was 46.9% for men in 2001. According to the Development Report of Madhya Pradesh, almost 80 % of urban women workers were in unorganized sectors like household industries such as petty trades and services, building and construction.

Women are the primary earners in their households for around 8.4% households (Bhopal Municipal Corporation 2005). 90% of the women in Bhopal are either students (42%) or housewives (48%) with only 5% in the service industry (Bhopal Municipal Corporation 2012). This indicates that the city has a huge gender gap especially in economic participation.

This highlights the need to study and understand the safety of women and their access to economic and social opportunities through a safe public transport system.

As per Planning Commission (2011), 80 % of urban women workers in the city were in unorganized sectors like household industry, petty trades and services, building and construction.

Data by National Crime Records Bureau also indicates that Madhya Pradesh had the highest number of rapes and molestation cases with more than 4300 rapes and 8200 molestation cases reported in 2013 (National Crime Records Bureau , GOI 2013). As noted in Hindustan Times article 'People in Bhopal agree with Nehwal's view on women's safety' on December 25, 2014 - according to the data obtained from the woman helpline, 1090, the state of Madhya Pradesh is currently one of the most unsafe states in India. More than 36,000 complaints were reported from the state in a span of 11 months, after the helpline was launched in January, 2013 and the maximum number of complaints in Madhya Pradesh were filed from the city of Bhopal. The complaints were on a wide range of issues such as sexual harassment, attempt to rape and actual instances of rapes.

The situation in Bhopal is similar to the rest of the state highlighted by trends of unsafe environment for women. In a study conducted by the Sangini Resource Institute with women/girl respondents in Bhopal in 2013 (Sangini Gender Resource Centre 2013)on women's safety concerns in public spaces, the following observations were made:

- A significant number of women and girls faced harassment and/or violence during the day, particularly in the afternoon and in crowded spaces such as bus stops and markets.
- The main reasons of women and girls not reporting such incidents are - fear of their reputation and lack of faith in the police.

Several newspaper articles have highlighted that women within the service industry preferred to not work rather than work late due to lack of safe commuting options (Sharma 2014); men tend to "misbehave" with women because of "poor" security systems; girl students particularly felt vulnerable in reporting the incidents; that men staring make women commuters uncomfortable and that help is not available from bystanders (M.Poornima 2012).

5.2. PUBLIC TRANSPORT SYSTEM IN BHOPAL

Bhopal's public transport system consists of a Bus Rapid Transit System (BRTS) implemented from 2013, three trunk and eight standard bus services, mini-buses, auto-rickshaws as well as Tata Magics. There are 2.4 million trips made per day with 43% walking and 23% by standard and mini-bus mode shares (Bhopal Municipal Corporation 2012). According to the 2012 Comprehensive Mobility Plan (CMP), 37% of bus and Tata Magic passengers are women.

The bus system in Bhopal is operated by Bhopal City Link Limited (BCLL), a Special Purpose Vehicle (SPV) formed with the Bhopal Municipal Corporation and the Bhopal Development Authority as stakeholders. BCLL started its operation in October 2006, but the full fleet of 39 buses came into operation in January 2007 and full operations started from March 2007 onwards. The service operates 205 buses (Figure 17,Table 2) on 12 routes and approximately carries 100,000 passengers daily (Table 3). BCLL does not own the buses and has not created any assets.

Additionally, there are around 339 mini buses currently operating in the city (Figure 18), carrying 95,000 passengers (Table 3) daily (Bhopal Municipal Corporation 2012) women constitute around 26% of commuters on the mini-buses. A majority (89%) of mini bus passengers are in the age group of 20-50 years, while 8% are less than 20 years. Mini buses were primarily used for work trips (37%) and for education

37% of bus and Tata Magic passengers in Bhopal are women.

(25%).   Almost 60% of the users are daily users of the system. 82% of users consider mini bus services in the city to be unreliable and 85% of users have reported that mini buses do not stop at prescribed bus stops, leading to unreliable services, and other inconveniences. Overcrowding is one of the key reasons contributing to passenger inconvenience in mini buses (EMBARQ India 2014)

There are around 436 Tata Magic vehicles operating in the city (Figure 19) carrying around 120,000 passengers (Table 3) daily (Bhopal Municipal Corporation 2012). Like mini buses, Tata Magic services are also patronized by lower income group, as their fares are lower than that of standard BCLL buses. According to data reported in the 2012 CMP, 84% of Tata Magic users reported using these services because of cheap fares. The lower income groups are then clearly willing to forgo other service quality aspects such as reliability and overcrowding, in lieu of cost.
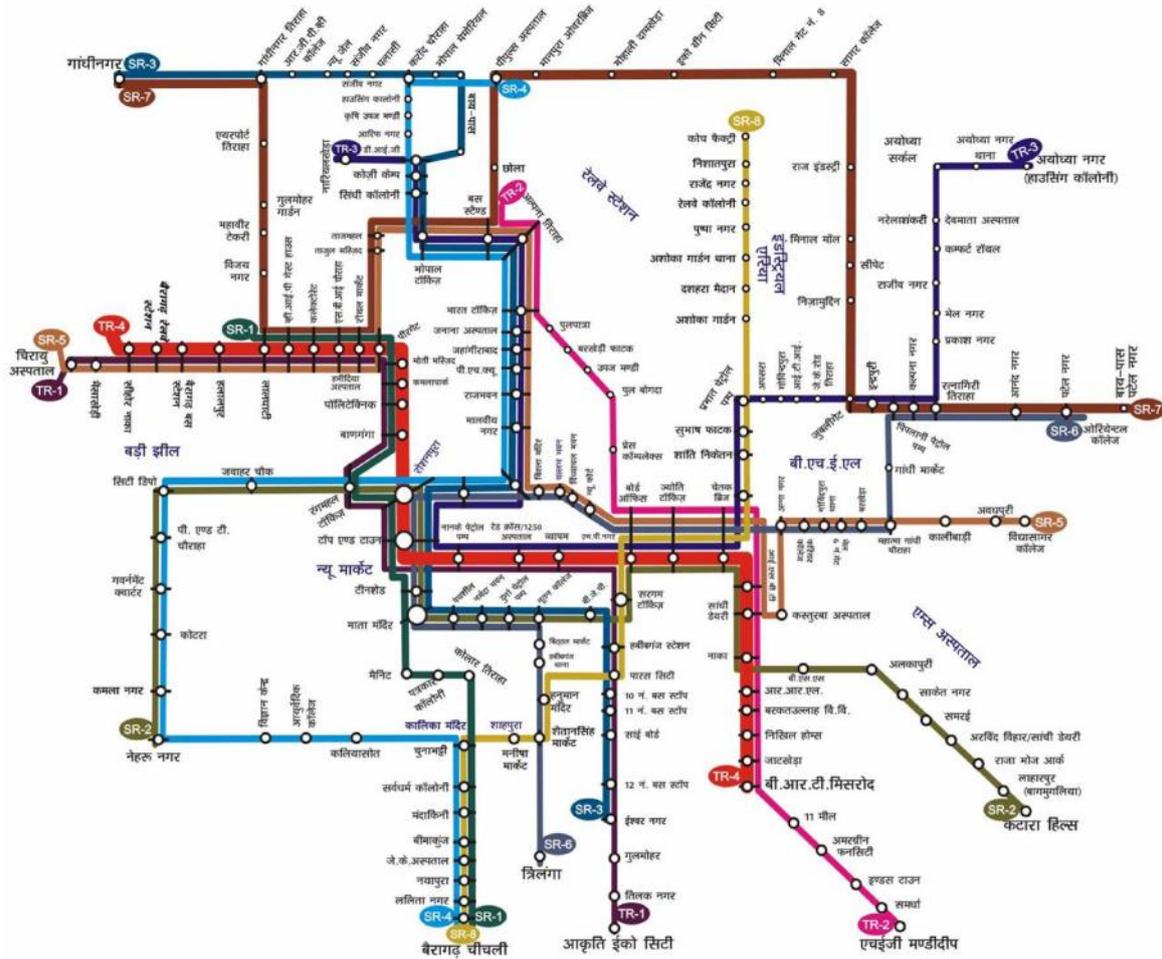
Figure 17 BCLL Bus Routes

Source: Bhopal City Link Limited

Table 2 Existing Bus Operations

Route No.	From	To	Route Length (Km)	Scheduled Frequency (min)	Scheduled No. of Buses
TR1	Chirayu	Akruti Ecocity	25	10	23
TR2	Bus Stand	HEG Mandideep	23	8	20
TR3	Ayodhya Nagar	Nariyal Kheda	27	32	13
TR4	Bairagarh	Misrod	24	-	20
SR1	Lal Ghati	Bairagarh Chichli	18	-	-
SR2	Nehru Nagar	Katara Hills	20	16	13
SR3	Gandhi Nagar	Ishwar Nagar	23	-	-
SR4	Peoples Hosp	Bairagarh	25	8	24
SR5	Bairagarh	Avadhpuri Khajuri	29	12	21
SR6	Rajiv Gandhi	Oriental College	24	12	15
SR8	Bairagarh	Coach Factory	22	10	21

Source: Bhopal City Link Limited

In terms of ridership by mode, Tata Magics make up the highest share followed by BCLL and mini buses. Informal modes of transport (Tata Magic+ Mini buses) cater to 68% of total public transport ridership and the remaining 32% is being catered by the formal modes.
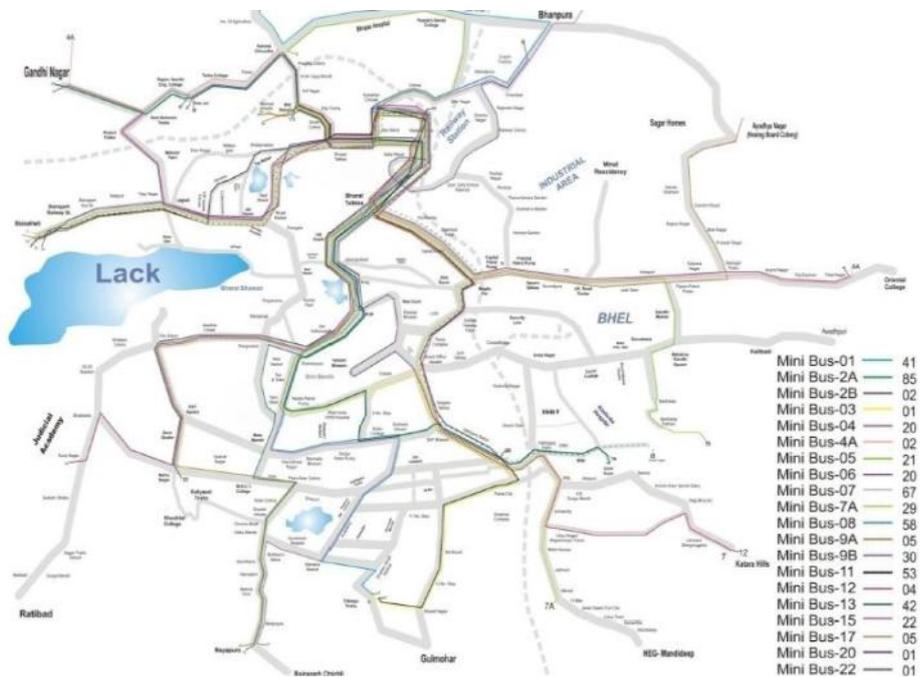
Figure 18 Mini bus Routes
Source: Draft Final Report: Comprehensive Mobility Plan of Bhopal, 2012
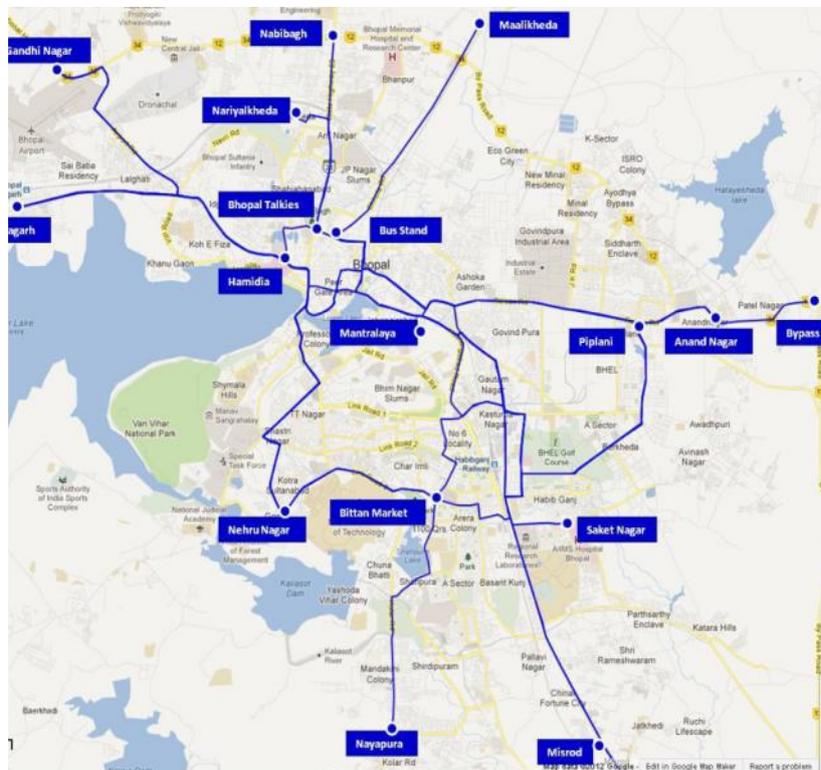
Figure 19 : Tata Magic Routes
Source: Draft Final Report: Comprehensive Mobility Plan of Bhopal, 2012

Table 3: Modal Share in Bhopal

Type	Mode of Transport	Average daily Ridership
Formal Mode	Red Bus	1,00,000
Informal Mode	Mini Bus	95000
Informal Mode	Tata Magic	1,20,000
Total Daily Public Transport Ridership		3,15,000

Source: Bhopal City Link Limited

Mini bus fares are regulated by the Transport Department at the State level. While the government regulated fares of mini buses are the same as standard non A/C buses, mini bus operators informally charge lesser rates to attract passengers. Even though mini bus owners are reluctant to increase fares, fares are generally increased twice a year to meet the rising fuel prices. The typical minimum fare is Rs. 5, with a Rs. 1 increase with each successive distance slab. However, the actual fares charged depends on the individual operator,

In the case of Tata Magic vehicles, the fare structure is even more informal compared to mini buses. Discussions with Tata Magic operators reveal that Tata Magics operators charge fares lower than mini buses and BCLL buses to attract passengers to their service.

In terms of scheduling, the Regional Transport Office (RTO) in Bhopal does not prescribe any time-table or schedules for mini bus or Tata Magic operations. According to information obtained from mini bus operators, the mini bus owners association had hired route mangers to manage the schedules for the multiple mini bus operators in the city. However, no route managers are hired currently, leading to ad hoc scheduling, bunching of mini buses at stops, and unreliable services. In the case of the Tata Magic services, though there are no official time tables/schedules, there are some routes managers (appointed by the operators) who manage dispatch of vehicles at specific points, bringing in level of order in their operations. The informal modes operate for longer working hours, typically 12-14 hours per day, which is longer than the standard buses, which operate around 8-12 hours.

6. FINDINGS

This section highlights some key findings from the activities carried out as part of situational analysis.

I. TRAVEL PATTERNS OF WOMEN ARE DIFFERENT FROM MEN

a. Trip Purpose

Around 60% of the total trips made by men were work trips while work trips for women were around 33%. Women had a higher share of trips (35%) made for education, i.e. attending classes when compared to men (20%). (Figure 20)
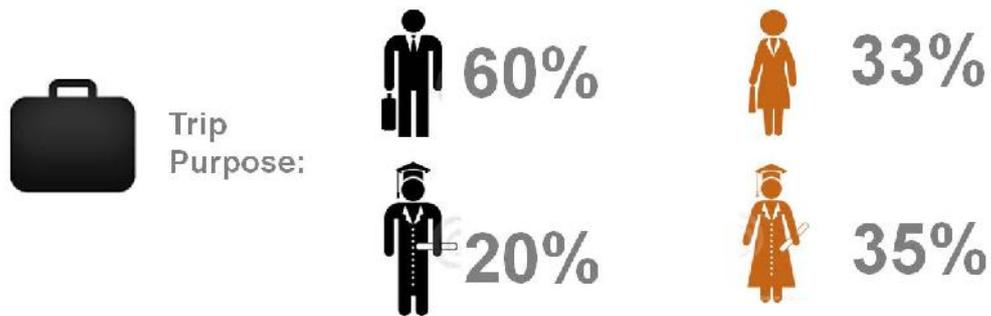
Figure 20 Trip Purpose

b. Travel with Dependents

More than 30% of the women responded that they tend to travel with dependents, with only 16% of men responding they do so (Figure 21).

Figure 21 Travel with Dependents

c. Travel Expenditure

70% of the people surveyed mentioned that monthly household travel expenditure for women is less than men (Figure 22). This was in sync with the data collected on monthly transport expenditure for men and women. 60% of men spend more than Rs.1000/ month on transport whereas most women (54%) spend less than Rs. 1000/month transport. A majority of the women (27%) mentioned incurring an expense of Rs. 500-750/month.

Figure 22 Travel Expenditure

d. Frequency

94% of the total trips made by men were conducted on a daily basis (Figure 23), trips. For women. Only 87% of the trips were made on a daily basis. This could be explained by the fact that women travel a lot

less than men for work and more than men for purposes such as shopping, recreation and religious purposes, which do not happen on a daily basis.
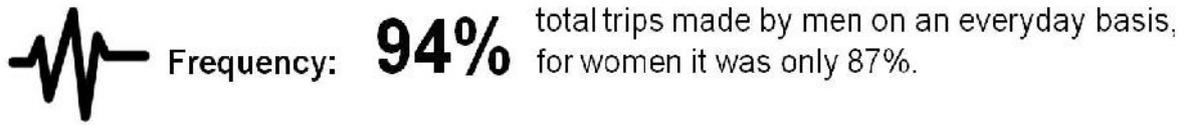
Figure 23 Frequency

e. Trip Chaining

Train Chaining refers to a phenomenon where a single trip consists of multiple stops and not just a single stop. While a trip is traditionally defined by a single origin and destination, trip chaining adds other points to the journey in addition to the origin and final destination.

More than 60% of men generally tend to travel from an origin to a destination, without any trip chaining. Around 50% women undertake multiple activities per trip, leading to multiple stops (Figure 24). This could be explained by the fact that women tend to travel more often with dependents and also because of the activities that women generally undertake as shown by the data on trip purpose.
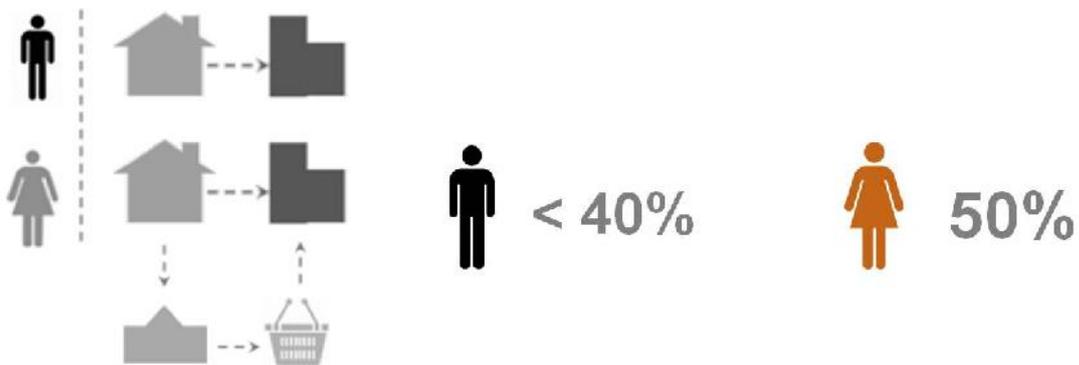
Figure 24 Trip Chaining

f. Reason for Mode Choice

Cost of travel has been rated the most prevalent criteria for choice of mode by both men and women. This is not surprising given users of public transport are generally captive users in India, i.e. users who do not have access to other mode of transport. This also explains why Tata Magics with the lowest fares have the highest modal share within public transport of the city.
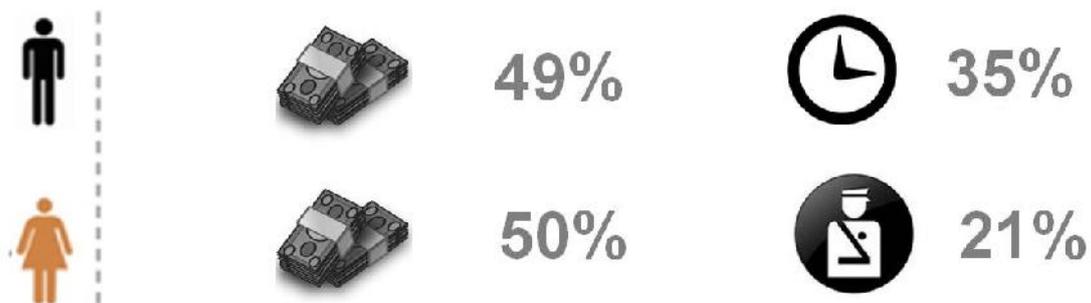
Figure 25 Choice of Mode

The second most common criteria were time of travel for men but safety for women. More than 20% women mentioned safety as their top priority when choosing the mode of transport (Figure 25).

The analysis of the existing state of infrastructure revealed there are gaps in the provision of infrastructure both in terms of street infrastructure and vehicles and buses.

While wide footpaths are available along the routes of the standard bus service, the height of the footpath is too high for comfort. Footpath height at most places is 2.5 times the recommended standard by IRC and hence is inconvenient to use (Figure 26). The IRC guidelines recommend a minimum width of 60 inches and a height of 6 inches for the footpaths

This was reflected in the public transport user surveys, where 24% of the regular bus users complained either of insufficient footpaths or that the footpaths were obstructed around the bus stop. Along, the mini buses and Tata magic routes, footpaths were missing all along the routes.

Footpaths are mostly not present. When present, footpath height is 2.5 times the recommended standard.

Figure 26 Condition of Footpaths

96% bus shelters were poorly lit and were not clearly visible in the dark. Around 50% of bus stops along standard routes did not have bus shelters (Figure 27, Figure 28 and Figure 29).

96%
Bus shelters were poorly lit and were not clearly visible in the dark

50%
Bus stops along standard routes did not have bus shelters.

Figure 27 Street Lighting and Condition of Bus Stops

Figure 28 Bus Stop with Pole

Figure 29 Bus Stop without Shelter/ Pole

Vehicles: While all standard buses were provided with 2 CCTVs, the situational analysis highlighted that less than 75% of them were operational. 3 buses on SR5 and 2 on TR1 did not display the emergency numbers and in buses, where the numbers were displayed, they were tampered with. (Figure 30 and Figure 31). In case of Tata Magics and mini buses, safety features such as CCTVs, display of emergency numbers and route maps were not present.

Figure 30 Condition of CCTV Cameras and Emergency Numbers Displayed in Buses

Figure 31 Tampered Emergency Numbers

III.   HIGH LEVEL OF HARASSMENT

Around 40% of the women surveyed reported being harassed on a regular basis while using public transport, including BCLL buses, mini buses and Tata Magics. 88% reported that they were harassed at least once while using public transport (Figure 32). Only 12% reported that they were never harassed while using public transport services.
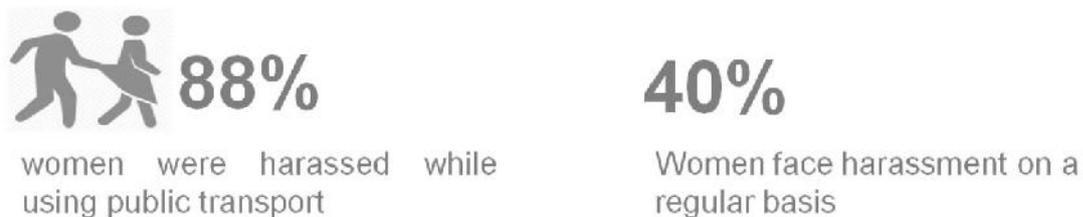
Figure 32 Level of Harassment in Public Transport

From the interviews of drivers and conductors, it is evident that an understanding of harassment is narrow and most feel that public transport is safe for women. Almost all the drivers and conductors interviewed were of the opinion that women harassment was not a prevalent issue in Bhopal. 30% of drivers & conductors believed that women were equally responsible for the harassment (Figure 33).

100%
Drivers and conductors interviewed were of the opinion that women harassment was not a prevalent issue in Bhopal

30%
Drivers & conductors believe that women were equally responsible for harassment committed against them

Figure 33 Misperception on Harassment

However, a large number of the respondents (86%) expressed willingness to undertake training to understand gender sensitive issues. As per the interested respondents the main messages in the trainings should be
- What men should do to ensure women are safe and to handle situations of harassment in the most effective manner
- How to eliminate misconceptions of men about women and assist in their progress
- Men should be taught how to be responsible towards women safety

V.   DIFFERENT JOURNEY LEGS CHARACTERISED BY DIFFERENT TYPES OF PROBLEMS

A public transport journey comprises of multiple stages starting from origin to destination. The entire public transport journey experience from origin to destination can be divided into four segments as explained in Figure 34 below.

PUBLIC TRANSPORT JOURNEY

Origin | Journey to departure station | At the departure station | Boarding the vehicle | Aboard the vehicle | Alighting the vehicle | At the destination station | Journey to destination station | Destination

1. Access & egress trip → 2. Waiting at the stop → 3. Boarding & alighting the vehicle → 4. Aboard/on the vehicle
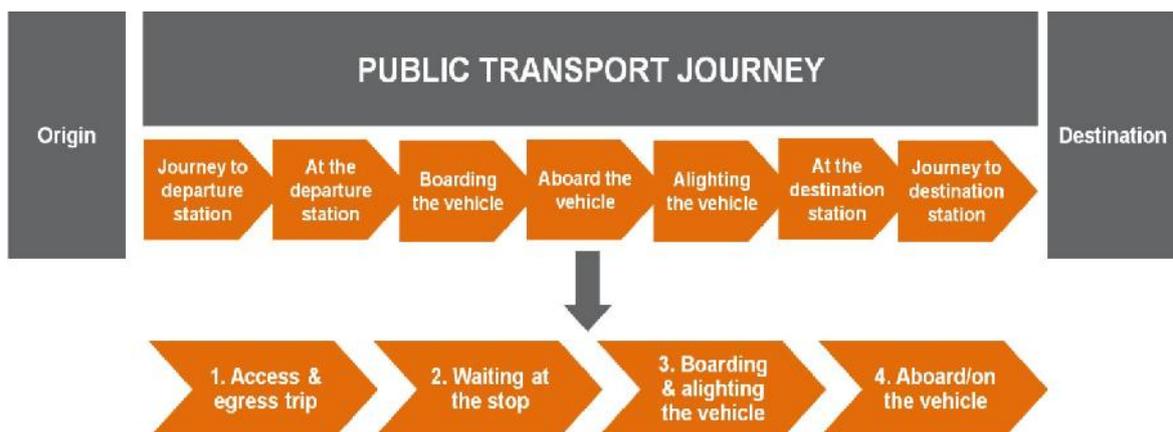
Figure 34 Public Transport Journey

Figure 35 illustrates case study of a women commuter using public transport.

Figure 35 Problems at Different Legs of the Public Transport Journey
Source: EMBARQ India

Most common complaint across modes has been the lack of information on whom to contact in case of harassment or an emergency. Insufficient seats for women and lack of enforcement of women only seat were also pointed as important problems by women commuters. While this was expected in Tata Magics where no seats are reserved for women, it was surprising to see this come up as an issue even on TR1 and Mini buses were seats are reserved for women. This only makes us conclude that the number of seats reserved for women needs to be correlated with the number of women passengers on the route and not just on the capacity of the vehicle and that unless the seat reservation policy is enforced correctly, the policy does not help women passengers.

Women commuters were of the opinion that training of conductors should focus on training them on intervening when a women gets harassed in a bus, ensuring enforcement of reserved seats for women and waiting patiently for women and elderly to board and alight the vehicle. Drivers were to be trained to ensure that the gap between bus and platform is reduced & sudden braking of the vehicle be avoided.

Based on the travel experiences shared by women commuters, issues specific to each of the four journey legs of the public transport journey were identified (Figure 36).
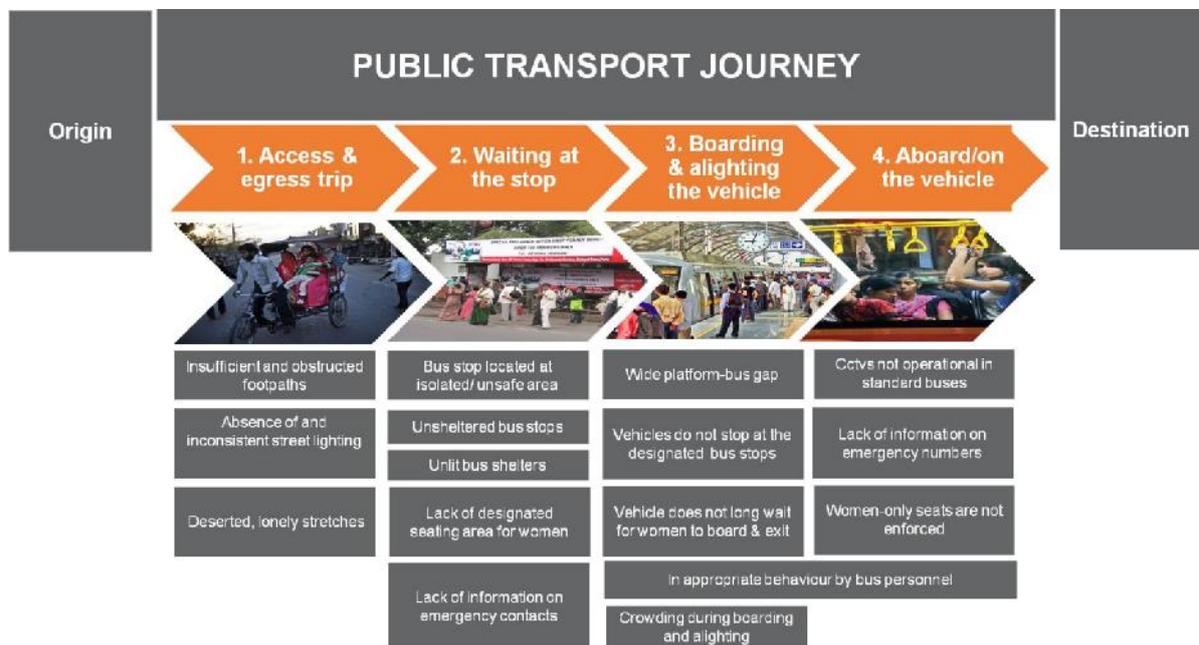
Figure 36 Issues Pertaining to Specific Journey Legs

VI.   SOME PROBLEMS ARE RELATED TO THE ENTIRE JOUNEY

The ecosystem issues as identified from the situational analysis and travel experiences of women commuters were those pertaining to broader aspects (Figure 37) and concerns which impact the entire public transport journey.

Figure 37 Issues Pertaining to Entire Journey

From the safety audits conducted along the selected pilot corridors in the city certain stretches on the selected corridors scored least in terms of safety and hence were identified as priority stretches (Figure 38, Figure 39 and Figure 40). Apart from these, bus stops along the selected pilot corridors were also audited and priority bus stops were identified based on the safety scores (Priority 1 are listed below in Table 4 and for Priority 2 bus stops see Annexure on safety Audits).

Three priority stretches which were identified are listed below.

1. Kasturba Nagar Bus Stop to Ayodhya Nagar Bus Stop including stretch from Vijay Market Bus Stop to Barkhedi
   Route: SR5 & MB 5
   Length: 9.00 km.

Figure 38 Priority Stretch 1
Source: http://api.safetipin.com

2. Civil Hospital bus stop to SBI Chauraha bus stop
   Route: TR1 and SR5
   Length: 5.21 km.
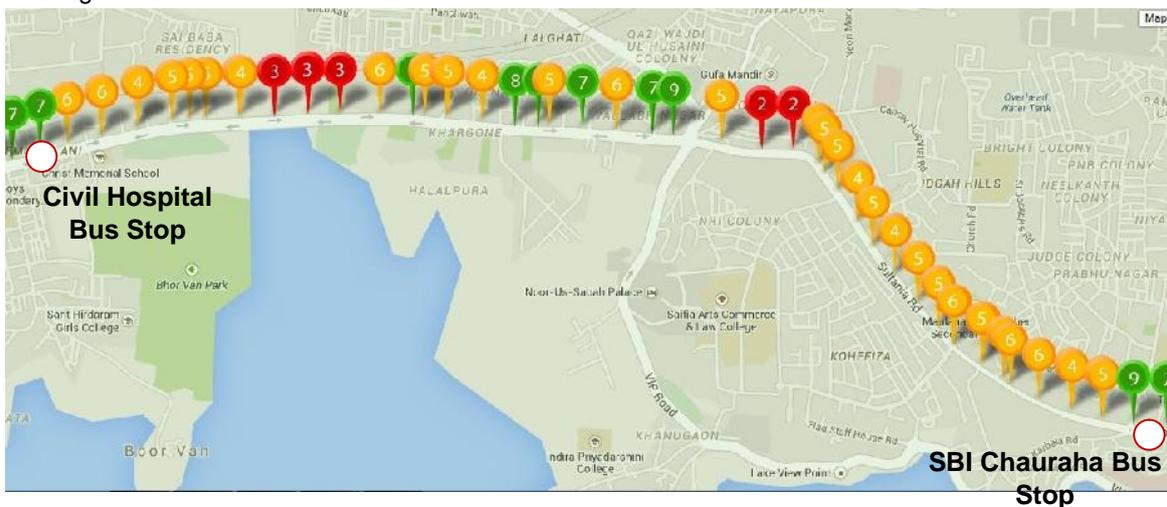
Figure 39 Priority Stretch 2
Source: http://api.safetipin.com

36

3. Airtel Office, Malviya Nagar to DB Mall
   Route: SR5
   Length: 3.56 km.
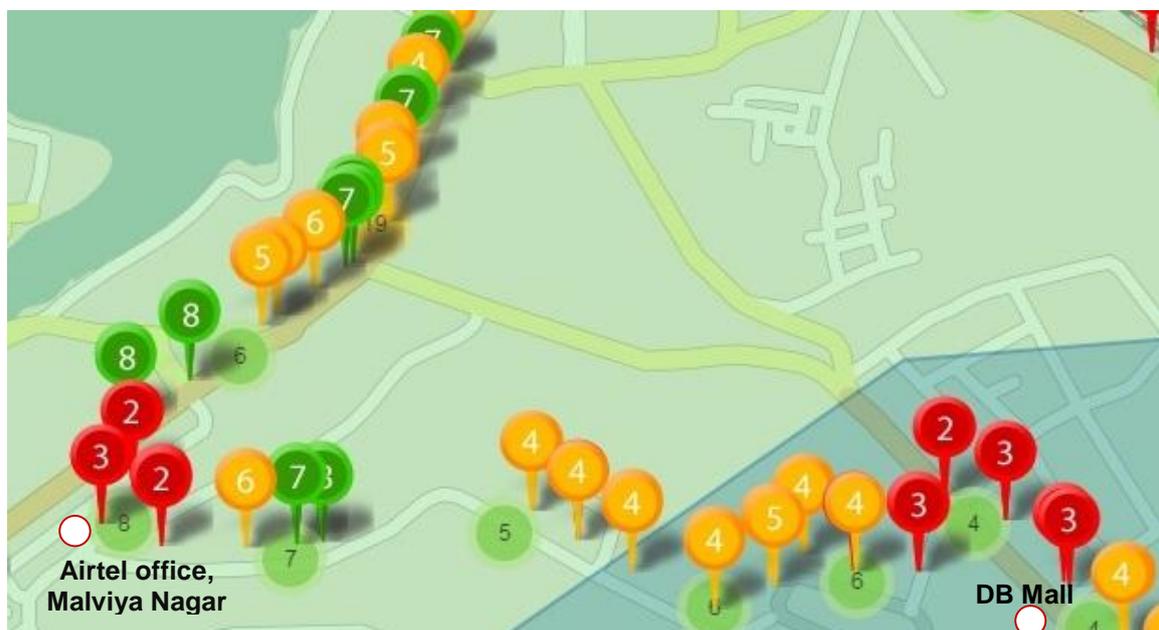
Figure 40 Priority Stretch 3
Source: http://api.safetipin.com

Table 4 Priority 1 Bus Stops

1	Prakash Tarun Pushkar Bus stop	TR1
2	Kasturba Hospital Bus Stop	SR5
3	Carrier College Bus Stop	SR5 & TM1
4	Sanchi Dairy Bus Stop	SR5
5	Piplani, Sector C, BHEL	MB5 & TM1
6	Allahabad Bank Bus Stop	MB5 & TM1
7	Old Subhash Nagar Colony, Raisen Road	MB5 & TM2
8	Hoshgabad Road	MB7 & MB11
9	Hoshgabad Road	MB7 & MB11
10	Jail Road, Zone 1 MP Nagar	MB7 & MB11

7. END LINE

Drivers and Conductors Training

Trainings and sensitization of bus drivers and conductors on gender and women's safety were undertaken. The main aim of the training was to help them understand and identify various types of harassment, increase awareness about existing laws with regard to women's rights, improve the interaction with women passengers and increasing their personal commitment to prevent harassment of passengers especially women. The trainings also focussed on the appropriate steps that can be taken by the ground personnel in case an incident happens on a bus.

A before and after analysis of the trainings were undertaken to understand the changes and impacts of the training sessions on the drivers and conductors. This was focused on understanding the changes both in their perceptions as well as in their knowledge of protocols related to women safety concerns.

After the training sessions almost all the drivers and conductors agreed on strictly abiding the reserved seats criteria. The training also helped them in overcoming their fears of approaching police for help and in intervening and stopping any kind of misbehaviour within the vehicles.

The perception and knowledge of drivers and conductors before and after the training sessions have been described in the Table 5 below.

Table 5 Before and After Analysis of Training

Questions	Before training		After training	
	Yes	No	Yes	No
Do you think the short dresses wore by women is the primary reason behind eve –teasing	80 %	20%	15%	85%
Is only Police obliged women safety	50 %	50%	20%	80%
Ensuring women safety and maintain her dignity should be the duty of every man	85%	15%	100%	00%
Our duty is to maintain the time table of buses not to protect the passengers	65%	35%	00%	100%
The driver or conductor is not responsible for any mishap in their transport	60%	40%	00%	100%
Women should not travel alone at night for their own safety	75%	25%	10%	90%
One big reason behind eve – teasing is weakness of women	35%	65%	05%	95%
Police always harass bus conductor and driver for any incident in their transport	90%	10%	20%	80%
I know my duty in any case of eve-teasing and harassment	30%	70%	90%	10%
Outcome	20%	80%	100%	00%

The drivers and conductors commiteed towrads ensuring safer travel for women passengers in their vehicles. The following points were put forward by them for the same :

- Seats allotted to women will be kept reserved
- Men will not be allowed to stand near the reserved seats
- Conductors will not be allowed to incline on reserved seats while collecting fare.
- Drivers and Conductors will intervene and stop any kind of misbehaviour towards women passengers.
- Drivers and Conductors will ensure that emergency information as well as key information on women rights within their vehicles and that they would ensure the information is clearly displayed and not tampered with.
- Drivers and Conductors will not hesitate in calling police in calling the police if necessary.

Advocacy Campaign

A one week campaign for improving women's safety and to create awareness on sexual harassment and violence against women in public transport was undertaken. Various activities such as exhibitions at bus stops, signature campaigns, talk shows with police and role plays in the buses were undertaken. People's feedback on the same was recorded to act as a source of underlying information for later stages.

The campaign was launched by a press conference. Around 40 media persons from both print and electronic media attended the press conference and the campaign received extensive coverage in both local and national news papers; having an average circulation of more than 2.4 lakhs, news channels as well as in radio stations with local and national reach including All India Radio, Vividh Bharti and Big FM.

The campaign had a mass reach out among citizens and passengers of the city. Exhibitions and signature campaigns were organised at 26 bus stops which have maximum women passenger volumes and plays were organised within moving public transport vehicles

The Campaign had the following impacts results:

- Around 10,000 students who participated in the discussions pledged that they would raise their voices and concerns towards women safety. All the students after the discussions felt more confident in approaching police in case of any mishap happening in front of them within public transport vehicles.

- More than 200 people took oath at Raahgiri and pledged towards breaking their silence on women safety issues and concerns.

- Around 20, 000 passengers participated in discussions to break silence against any crime against women and girls. People who came forward to sign and pledge were given badges with campaign message, as a gesture of motivation.

- During the Police Talk show more than 200 people voiced their concerns in front of police representatives. As a result of which Police agreed to conduct gender sensitization workshops and trainings on a larger scale.

- Apart from this, announcements by traffic Police personnel were also made at the busiest junctions and squares of the city which helped in spreading the message to large number of people of the city.

- As a result of the impact of the campaign, the Police along with BCLL and BMC agreed on conducting a women safety awareness campaign on regular basis.

8. RECOMMENDATIONS

After studying the issues/ problems faced by women in both formal and informal modes of public transport, the project team has concluded that there are four main areas in which all problems can be classified (Figure 41). These four areas are:

a. Institutional Capacity- The capacity of all relevant organisations to understand and address women's issues.

b. Service Planning and Operations- The manner in which the public transport is planned and operated

c. Infrastructure and Vehicles- The quality and design of Public transport infrastructure like bus stops and public transport vehicles like buses and Tata Magics.

d. Enforcement/Grievance System- The systems in place for ensuring enforcement of measures and access of women to grievance system in case a situation arises.
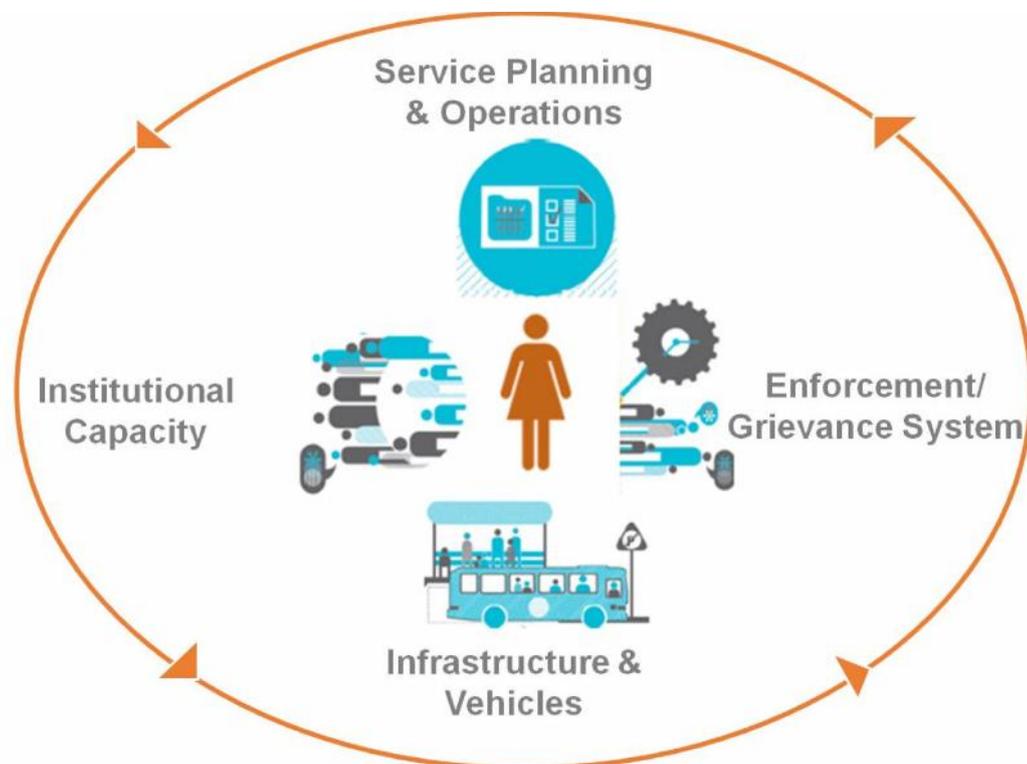

Figure 41 Categories

All the issues identified in this project were classified into the four categories, as shown in figure 42.

Figure 42: Categorization of Issues

Recommendations devised for each of the issue identified have been given in Figure 43 given below.

Figure 43 Recommendations

The recommendations proposed pertain to both formal and informal modes of transport as the problems and issues arising are common too for both modes. All the recommendations stated hold true for informal modes of transport but there are a few recommendations which are specific to the formal modes of transport only for example special bus passes for women commuters.

In terms of implementation of the recommendations for formal modes of transport, Bhopal City Link Limited and Bhopal Municipal Corporation are the responsible agencies. Whereas in case of recommendations which are common to informal modes of transport as well, Regional Transport Department (RTO) and Police are also involved in the implementation as well.

The details of each of the recommendation including the problem the recommendation is meant to address and the agency responsible for implementation are explained in detail below.

8.1. INSTITUTIONAL CAPACITY

8.1.1. Manager - Women's Safety and Security
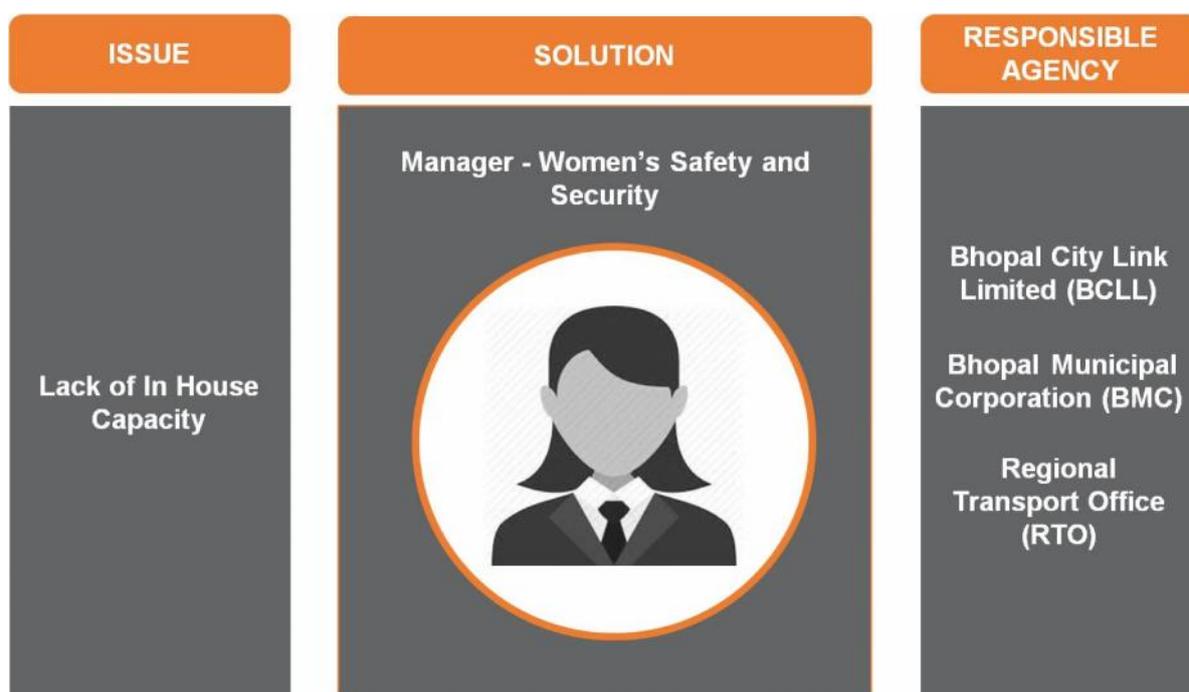
Figure 44 Manager - Women's Safety and Security

There is lack of in house capacity among all the departments related to public transport in the city to understand and address issues related to women's safety. It is hence proposed that all departments improve their current organisational structure by creating a manager level position which specifically looks at Safety and Security. This position will be responsible for all projects which are related to provision of safety and security of commuters, especially that of women (Figure 44).

For example, currently, there are two Managerial positions within BCLL under the Additional CEO, one for Operations/ Administration and the other one for Engineering. An additional managerial position can be created on women's safety and security. Similar positions should be created in all departments having stake in the public transport system of the city like BMC, UADD, and RTO etc. The position should ideally be filled by a woman to ensure that a women's perspective is available. To elaborate, the potential responsibilities of such a position within BCLL would be

a. Risk Assessment/ Gender Safety Audits of Existing and proposed locations for bus stops in Bhopal[6].Give approval for the location proposed or recommend alternative locations.

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[6] Risk Assessment should be carried out using the Safetipin App prepared by Jagori, Delhi. http://safetipin.com/

b. Approving Design of bus stops- Approving women safe bus stop designs and reviewing the designs regularly (every year). Will coordinate with BMC on the same.

c. Finalising women safety protocols that will have to be followed by private operators who run buses in the city.

d. Designing information on safety of women on public transport and ensuring dissemination of this material at all bus stops and public transport vehicles (buses, Tata Magics, Mini Buses).

e. Yearly campaigns on measures taken by BCLL on women's safety. Measures taken up by other organisations like the Police and Women and Child Development Department which are relevant to safety of women in public transport should also be publicized using the campaign. The Campaign material should be made available in both Hindi and English.

f. Creating and Chairing BCLL Women's Safety Committee- This committee will have representatives from women commuters, women's group in Bhopal, representatives of public transport drivers and conductors and groups which play a relevant role in women's safety within BCLL. Any recommendations on women only passes, new routes and other interventions which will directly improve safety and comfort of women passengers will be submitted by Women Committee to the Vigilance and Gender Safety Manger for consideration. The final decision on which interventions will be taken up by BCLL will rest on the Manager.

g. Organising regular checks on bus stops, buses and other public transport vehicles to ensure protocols defined on women safety are being followed.

h. Working with the Police in defining the exact protocol to be followed by bus personnel in case a woman is harassed in a bus and the protocol to be followed to investigate and follow up on incidents within buses and bus stops.

i. Women's Safety Policy- This office should also be responsible for formulating an internal women's safety policy for BCLL, which addresses women's safety within the organisation. The policy should be framed to ensure that the organisation is responsible for providing right and safe working conditions for it's women employees and that they have access to a proper redressel system. The Safety Policy should also address the HR policy of the organisation which will help in increasing the number of women within the agency (in all role and positions). A Women Employees- Ladies Grievance Committee can be formed under this policy.

j. Annual survey of women commuters to help understand if new projects/ measures will have to be undertaken by BCLL

Similar roles and responsibilities can be worked out for other departments as well. This Managerial position would be responsible to improve commitment to safety and comfort of its women passengers and to ensure agency wide gender sensitisation.

Figure 45 BCLL Women's Safety Committee

Issues faced by women commuters in using public transport are generally not considered in main stream public transport planning and operations. Involving women and other users in planning and policy have been proven to help solve this issue.

BCLL should create a BCLL Women's Safety Committee which will have representatives from women commuters, women officers from BCLL, bus personnel and representatives from various NGOs working on the issue of women's safety. The committee will meet on a regular basis and discuss the actions that can be taken to improve the safety of women using bus transport in BCLL. Representation from various stakeholders will ensure that a diverse set of opinions are considered. The Committee will be chaired by the Manager of Safety and Vigilance, BCLL (Figure 45).

This committee will be responsible to review and make suggestions on policies and interventions which will help improve comfort and safety of women passengers in bus transport. The issues that are considered by the committee can be as diverse as design of bus stops to bus passes which cater to women passengers and campaigns on women safety. The suggestions that are made by the committee will be presented to the Manger of Safety and Vigilance, who will then duly consider the recommendations and implement it in a phased manner. The committee will meet once every month to ensure continuous evaluation of BCLL's work.

The Committee will also be responsible to annually select the most women friendly bus transport facilities in the city and award it a "women-friendly facility mark". This will be highlighted in the annual women's safety campaign run by the Manager Security and Vigilance's office.

Figure 46 Safe City Standing Committee- Interdepartmental Coordination

There are multiple modes of public transport in Bhopal. This comprises of standard buses, mini buses, Tata Magics, Auto Rickshaws, Cabs, etc. There are a multitude of government and private agencies which work on transport in the city. Sometimes, it is the lack of efficient coordination between multiple agencies which creates unsafe environment for women commuters. To ensure the coordination between multiple agencies, a Safe City Standing Committee should be formed in Bhopal (Figure 46).

The Safe City Standing Committee which will be chaired either by the Collector of Bhopal/ Commissioner of BMC and will have representation for all agencies working on Transport and women's safety. This will include BCLL, BMC, Police, RTO, Transport Department, Private Operators Unions (for buses, Tata Magics, Mini buses), Women and Child Development Department, Women's groups, Public transport user groups(Figure 47).
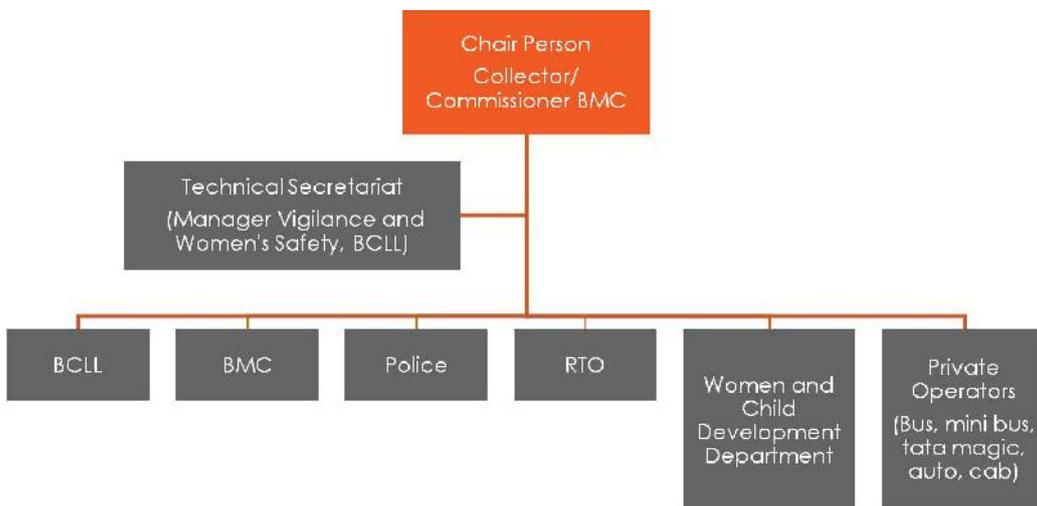
Figure 47 Proposed Organizational Structure

This Committee will discuss measures that can be taken at the city level on ensuring Safety of women in Public transport. All efforts which require interdepartmental coordination will be discussed by this committee. This will involve issues like protocols to be followed in case of harassment, location of public transport facilities, Protocols for hiring public transport personnel, common databases, etc. The committee will meet on a regular basis and discuss the actions that can be taken to improve the safety conditions. Representation from various stakeholders will ensure that a diverse set of opinions are considered.

The Manager of Women's Safety and Security at BMC/ BCLL/ RTO can act as the Technical Secretariat for the Committee.

8.1.4. *Training on Women Safety and Gender Sensitivity*

Figure 48 Training on Women Safety and Gender Sensitivity

Training on women's safety and gender sensitivity should be made compulsory for all staff of government and private organisations involved in public transport operations (Figure 48). These training sessions need to be provided by the Police. The Manager Vigilance and Women's safety of BCLL can act the technical advisor in these trainings. The training modules on Women's Safety and ender Sensitivity can be jointly prepared by the BCLL and Police.

Having the police undertake this training will have a twofold advantage. First, it helps in building the confidence of bus personnel that they have the support of the police department in handling cases of harassment and second, ensuring that all public transport staff, irrespective of which organisation or mode of transport they belong to are trained using the same training modules, ensuring that there will be uniformity in the protocols to be followed.

The training should be provided not just for the ground level staff like drivers and conductors but also to mid-level management in different organisations. The relevant organisations in Bhopal include BCLL, Private bus operators, Mini bus operators, Tata Magic Operators, Cab operators and Auto rickshaw operators.

The training for ground personnel will be different from the training that will be provided to management level staff within any organisation. Ground level staff will have to be trained to understand different forms of harassment and the steps/ protocols to be followed in case an incident occurs in their vehicle.

Management level staff needs to be trained on the importance of handling women's issues and in providing support and recognising the effort of ground staff who have addressed issues on women's safety on ground according to the protocols defined. Unless there is support from the management the ground level staff will shy away from taking action on ground when it is required.

The training session should also involve representatives from women staff and an organisation which has expertise in handling women's issue to ensure that a gendered perspective is provided and that the training modules are framed right without giving the wrong message. The trainings should be repeated once every year to ensure that the training remains pertinent and actually leads to behavioural change among the public transport personnel some of the trained personnel can also be designated as trainers in the later years depending on their participation and engagement in the process.

8.1.5.   Women's Safety Campaign

Figure 49 Women's Safety Campaign

88% of woman reported that they have been harassed while using public transport in Bhopal. 40% reported being harassed on regular basis (at least once a week). This indicates how grave and important it is to address this issue.

Campaigns which sensitise people about harassment faced by women and which educate people about existing laws and practices should be undertaken (Figure 49). The focus of the campaigns should be to make people understand that women have equal right of space and movement in the city. The campaign will involve schools, colleges and other establishments where there is a large representation of public transport users.

The campaign can be undertaken on a yearly basis by the office of Vigilance and Women's Safety, BCLL. BCLL should use the support of popular women's groups, police, BMC and Women and Child Development Department in the city to help frame the campaign and run it.

8.2. SERVICE PLANNING & OPERATIONS

8.2.1. Protocols for Bus Contracts Specifications

Figure 50 Protocols for Bus Contracts Specifications

Though all red buses are provided with 2 CCTVs, less than 75% of them were operational when surveyed (Rapid Assessment). There have been instances of people and many a times drivers and conductors themselves involved in tampering and damaging the CCTVs. On the other hand, Mini buses and Tata Magics are not provided with CCTVs hence there is no surveillance mechanism present in these vehicles. In a significant number of buses, the emergency numbers were either not displayed or tampered with and hence were of no use to women commuters. Tata Magics and Mini buses do not provide such information in their vehicles. Lack of information on routes and emergency numbers have been reported by women commuters as one of their biggest issues on buses (baseline survey).

The Private bus operators' contract with BCLL gives the following conditions:

- "Operator shall not tamper or interfere with any equipment, instrument or system including the GPS tracking facilities and CCTV surveillance and any other IT and Bus monitoring devices provided in the Buses and the **Facilities to enable provision of safer Bus Services to the Passengers**"

- "The Operator shall ensure that the information (such as transit route maps, timings, timetables) regarding the Routes and frequency of Buses on particular Routes (including any changes) is made available to the public in a reasonably accessible manner."

Recommendation
In the contract between BCLL and the private operators, the following point should be included:
- BCLL should ensure that operator, including his staff, does not tamper with any equipment, instrument or systems including CCTV surveillance and static information. If found guilty strict actions should be taken against the person involved in tampering or interfering with CCTV
- Evaluation of the functionality of the CCTVs can also be done through integration with MIS and monitoring the same from the centralized control room.

- The design of route information and other details should be finalised and designed by BCLL, These need to be shared with the private operators so that all buses irrespective of operators provide uniform designs and information.
- Non-compliance on the conditions will lead to the private bus operator being fined by BCLL
- Private operator is required to register the bus personnel details employed under them at the common database maintained by the Police (Refer to section 10.3)
- Private operators should also ensure the trainings of both Mid-level managerial staff ground personnel on a yearly basis on Gender sensitivity and women's safety (Refer to section 7.1.4)

Manager safety and vigilance would be responsible to ensure that the protocols related to women's safety are included into the contractual agreement and conduct regular checks to ensure that the protocols are being followed by the private bus operators (Figure 50).

8.2.2. Protocols for Fitness Certificate
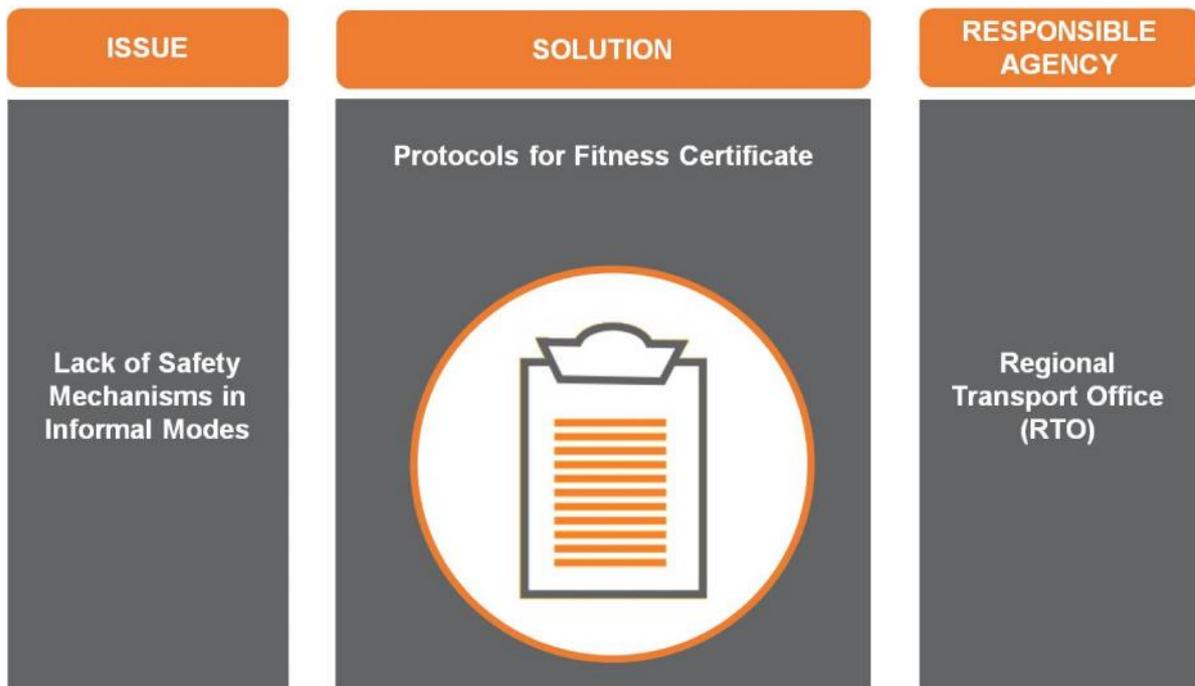
Figure 51 Protocols for Fitness Certificate

As per the recommendations given by Verma Committee in their report on amendments to criminal law, January 2013, all public transport vehicles must be equipped with technological modifications like installation of CCTVs, to keep an eye on the anti-social activities especially against the women inside the bus while travelling. Verma Committee also makes recommendation of prominently displaying details of public transport personnel in the vehicles.

However, none of these recommendations are currently being followed by the informal modes of public transport i.e. Tata Magics and Mini buses in the city. None of the vehicles surveyed had GPS devices, CCTV cameras, information on emergency numbers or information on drivers.

Guidelines

For informal modes of public transport like Tata Magics, Mini buses, Auto rickshaws and cabs, the RTO will be the responsible agency for ensuring implementation of the protocols/ guidelines defined. The annual fitness test certificate should be issued by the RTO only if the following points/conditions are fulfilled (Figure 51):

- All the informal modes should operate under the jurisdiction of BCLL and all the bus personnel should be registered under the common database maintained by the Police

- All the Personnel hired have undergone annual training with the Police for gender sensitivity and women's safety.
- The vehicles should have a panic button and GPS devices. CCTV cameras should be made compulsory for all passenger vehicles carrying more than 20 passengers.
- Information on routes, emergency numbers should be provided
- Information on the driver including name, address and license number should also be prominently displayed in the vehicle such that passengers can see it easily

8.2.3. *Protocols for Licensing*

Figure 52 Protocols for Licensing

One of the problems with the informal modes of public transport is the lack of any government authority to regularly monitor and evaluate the operations. While the RTO is responsible for issuing licenses and fitness certificates, there lacks any oversight on the day to day operations of these modes of public transport. This is an area of huge concern given that a large number of public transport users are dependent on these modes for their commute.

Guidelines

RTO can when issuing licenses for all new mini buses and Tata Magics add the clause that these vehicles will have to run under the authority of BMC/ BCLL. Over time, RTO can add this clause even when the fitness certificates are being issued to the existing fleet of vehicles in the city.

This will ensure that similar protocols on safety and security will be followed by all modes of public transport (Figure 52).

Figure 53 Operations Training for Bus Personnel

Significant number of bus commuters complained that the buses do not wait for women, children and elderly to board and alight (Baseline Survey). Though not significantly a major issue, but the same was recorded by commuters on other routes as well. The problem of wide gapping between the bus stop platform and the bus floor when the bus stops, was also highlighted by the commuters. This in particular creates problems for women, children and elderly to board and alight the bus. The commuters also reported that drivers should be trained to ensure that the gap between bus and platform is reduced as this is lacking at present as per the survey.

Operations' training is provided to bus drivers and conductors on Operations. However there are no guidelines on the frequency of trainings to be provided (Figure 53).

Guidelines
- Training on the operations should be mandated for all Public transport personnel to ensure that they understand the problems highlighted by passengers including women passengers.
- The training sessions for Drivers and conductors hired directly by BCLL can be undertaken by the office of Vigilance and Women's safety, BCLL. The training sessions for personnel can be undertaken by the Private operators themselves.
- BCLL will be in charge of determining the content that will be used for training bus personnel.
- The modules as determined by BCLL should be used by private operators as well.
- The trainings should be mandatorily repeated every year to ensure that training remains pertinent and actually leads to behavioural changes.
- BCLL's Security and Vigilance Office will hold the responsibility to ensure that all personnel involved in bus operations (BCLL and Private operators) are provided training at least once a year on operations of bus. .
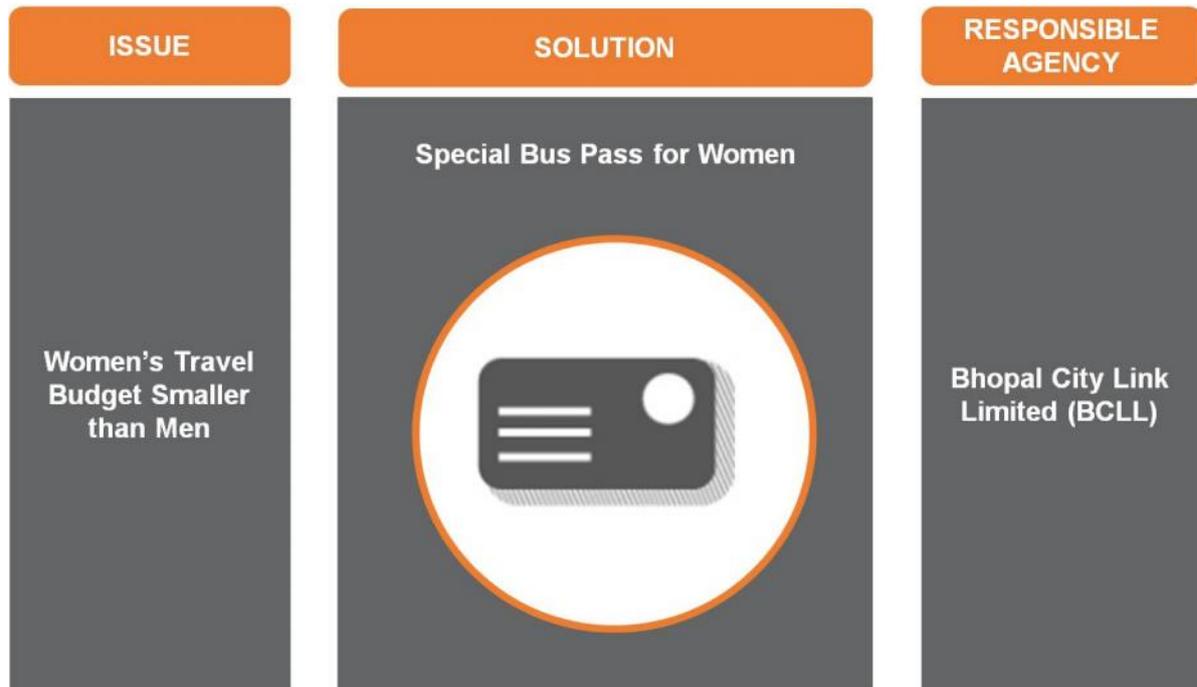
Figure 54 Special Passes for Women

The surveys conducted have revealed that women, on an average, spend lesser than men in the household on transport. This could explain why a large number of women opt for informal modes of public transport even though no measures on women's safety are being followed by these modes. If we are to ensure that more women travel by formal modes of public transport, the rates have to be comparable.

Women also tend to travel more frequently than men during off peak hours given that work trips do not account for most of their trips.

Guidelines

BCLL should provide two special passes for women commuters which give them subsidised rate of travel (Figure 54).

- Type 1 pass- Discounted Pass for women travellers which is valid throughout the day
- Type 2 pass- Discounted Pass for women travellers which is valid only during off peak hours. The discount on Type 2 pass should be higher than Type 1 pass.

Figure 55 Stop on Request Programme

Location of bus stops along deserted lonely stretches was only of the problem that was highlighted by women passengers. This becomes a bigger issue for women commuters especially after dark. This directly impacts their movement at this time of the day.

Guidelines

- To help increase their confidence in travelling after dark and improving their sense of security, BCLL can provide for a Request Stop Programme from 9pm- 5am, which will reduce the length of women's access and egress trips.
- Under this programme a woman commuter travelling alone can request to be dropped at any point on the bus route, irrespective of whether there is a bus stop at this point. Similarly, a single woman passenger can hail a bus from any point on the bus route and not just the bus stop (Figure 55).

Figure 56 Women Employees

The number of women employees should be increased so as to have better participation of women in the planning and management process of the public transport of the city (Figure 56). This would help in developing a better understanding of the issues and concerns of women commuters.

Employing more women staff in on ground operations will also help women commuters in feeling more confident while using public transport facilities

8.3. INFRASTRUCTURE & VEHICLES

8.3.1. Quality of Footpaths
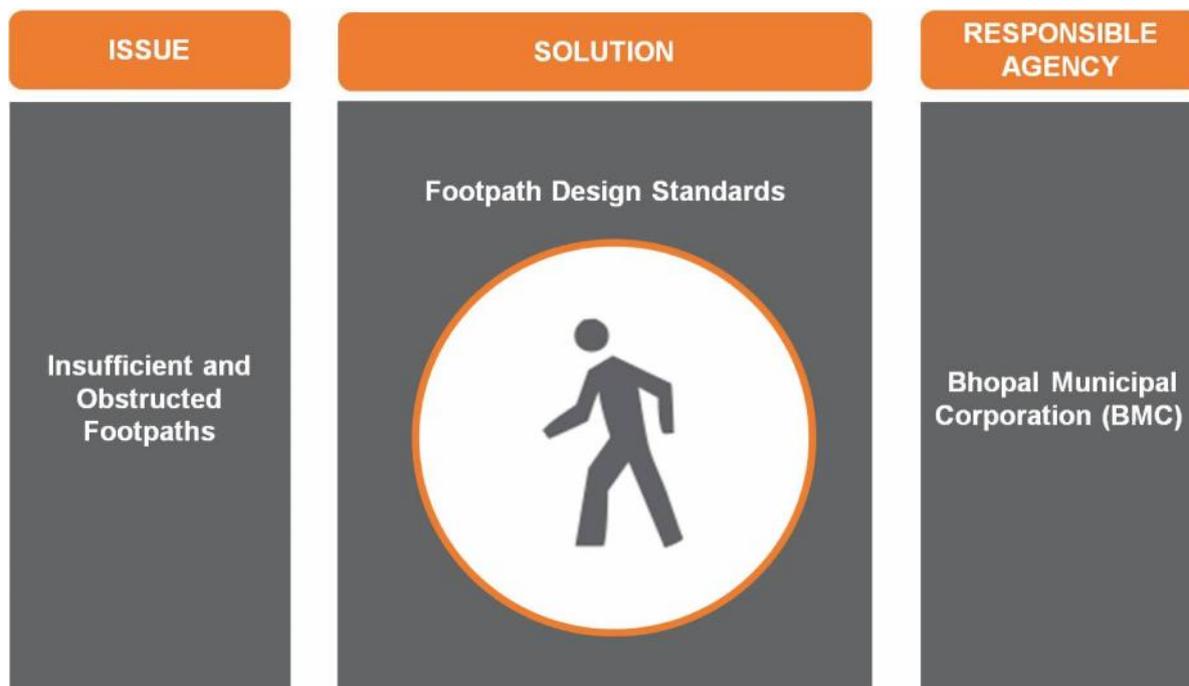
Figure 57 Quality of Footpaths

Insufficient and obstructed footpaths came up as one of the major concerns with women travellers in the journey to and from a public transport stop. Rapid assessment of the infrastructure along the selected pilot corridors revealed that while TR1 and SR5 routes have provided wide footpaths but the height of the footpath is 2.5 times the recommended standard. In the Baseline Survey about 24% of TR1 users complained about insufficient or obstructed footpaths around the bus stop, this shows that though TR1 has been able to provide the pedestrian infrastructure, the quality of the facility was not up to the mark. There were no footpaths along Mini bus and Tata Magic routes studied and this has been the pointed out by Tata Magic Users especially as one of the biggest problems in their travel experience (Baseline Surveys).

There are set guidelines and norms for the construction of footpaths in place. These are given by Indian Roads Congress IRC codes (103). As per the norms, the clear width of the footpath must be at least 1.8m. It can further be increased as per expected pedestrian flow. The Height of footpath shall be maximum 100mm (4 inches) to 150 mm (6 inches) over the carriageway level and they must be entirely free of obstructions to provide clear continuous clear space for walking. BMC is responsible for providing the footpaths according to the IRC standards (Figure 57).

Guidelines

- Strict enforcement of IRC guidelines should be made mandatory.
- Constant review of the footpaths to ensure that the footpath quality has been maintained and not been encroached upon is necessary. The Engineering Cell of BMC should take the responsibility to ensure that IRC standards are maintained and that regular audits of footpaths are conducted.
- Information on the responsible authority / who should be contacted to report problems with pedestrian facilities should be provided at public spaces to ensure accountability.

Figure 58 Quality of Street Lighting

Lack or insufficiency of street lighting was the most prominent problem noted by women commuters along all public transport routes in the city.

There are set guidelines and norms for the construction of lying of street lights. These are given by Bureau of Indian Standards.   As per the norms, the spacing between two light poles should be approximately three times the height of the fixture. Average level of illumination on road surface in case of important roads should be 30 lux, for other main roads carrying mixed traffic the value should be 15 lux and for local roads and secondary roads carrying light traffic the value should be 8 lux and 4 lux respectively. These standards also specify that lighting should be such that it permits users of the road at night to move about with the greatest possible safety and comfort (Figure 58).

Guidelines
- Enforcement of street lights according to the standards and regular audits of this facility should be taken care by the engineering and Maintenance cell of BMC.
- Constant review of streetlights to ensure that the prescribed standard has been maintained is necessary. The Engineering Cell of BMC should take the responsibility to ensure that standards are maintained and that regular audits of streetlights are conducted.
- Information on the responsible authority / who should be contacted to report problems with pedestrian facilities should be provided at public spaces to ensure accountability.

Figure 59 Bus Stop Location/ Placement Protocols

No other public transport system in the city except for regular buses has formal stops in the city. Mini buses and Tata Magic operate on an informal basis, hence do not have any designated stops and operate mostly out of stops provided for regular buses.

Certain bus stops in the city have been placed in isolated localities. The absence of people around due to land use patterns makes it unsafe for women especially since there is no natural surveillance available. Safetipin audits of bus stops and routes shows that on an average women rate bus stops only slightly lower than men from an overall safety perspective but the rating by women is way lower than men when the bus stops being rated are ones in more isolated localities. This is an indication how women's perspective of safety is highly correlated to land use and presence of people.

Currently, there are no fixed guidelines currently being followed on making decisions on location of bus stops in the city. BCLL makes recommendations to BMC on location of bus stops based on passenger demand/ traffic. BMC then provides bus stops at the location mentioned by BCLL. In cases where there is no land available to make the bus stop at the location recommended, BMC decides on a different point for the bus stop. There are no guidelines followed to determine whether the location of the bus stop is at a location where it is safe for passengers especially for women commuters (Figure 59).

Guidelines
- Risk Assessment of a location should be conducted before the location on any bus stop in the city is determined. The Risk Assessment should be conducted by the office of Manager Vigilance and Women's Safety of BCLL.
- If after the Risk Assessment, the location recommended by BCLL is not determined to be ideal from safety point of view, an alternative location should be recommended, which is close enough (within 300 m) to the initial point suggested by BCLL.
- Location of bus stop should never be at an isolated/ lonely place. Bus stop should be ideally located at a point where natural surveillance is possible through shops and other mixed land uses. In cases where it is not possible to provide natural surveillance for bus stops, it is necessary to provide retail/ vendor space near the bus stops to ensure safety of passengers. To

ensure surveillance after dark, BMC can consider providing a vendor space near a bus stop for free on the condition that the vendor will be available at the location from 9 pm – 5 am in the morning.

ISSUE	SOLUTION	RESPONSIBLE AGENCY
Unsheltered Bus Stops	**Provision Of Bus Shelter**	Bhopal Municipal Corporation (BMC)
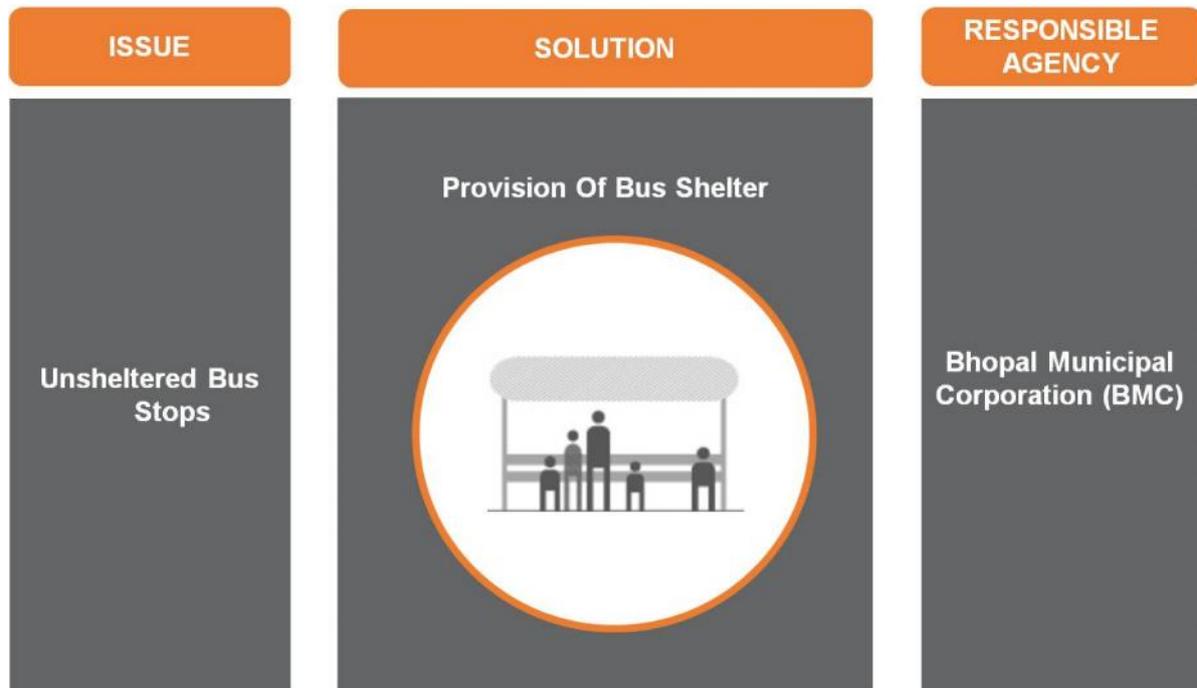
Figure 60 Provision of Bus Shelter

Lack of bus shelter was one of the biggest problems highlighted by women commuters. Survey of the routes showed that more 50% of the designated stops on the TR1 routes did not provide a bus shelter. While lack of shelters is expected among informal modes like Tata Magics and Mini buses, it was surprising to see that the problem was common even among formal modes of public transport.

Lack of shelters makes it especially difficult for women passengers since they travel more frequently with packages or along with dependents than men. Lack of bus stops also makes women avoid using public transport services since it is not able to provide safety and comfort.

There are no regulations in place currently, which makes it mandatory for BCLL/ BMC to provide shelters at all bus stops. BCLL only makes a request for a bus shelter to BMC for those stops which are used by a significant number of users.

Guidelines
- It should be mandatory for BCLL to provide bus shelters at all bus stops (Figure 60).
- The Vigilance and Women Safety office of BCLL should do an audit of all bus stops in the city and identify stops where shelters have not been provided. This list will then be submitted by BCLL to BMC, who will then make the required shelters.

Figure 61 Design of Bus Shelters- Women Friendly Bus Stop Design

None of the bus stops on TR1 route provided route details or even information on the name of the bus stop. Only 67% displayed emergency numbers at the bus stop. With regard to lighting it was found that 96% of the bus shelters were not well lit and hence not clearly visible in the dark. With SR5 stops, it was seen that no stops gave route details, only 6% gave route details and only 35% displayed emergency number. No stops were provided with lighting in the dark.

BCLL has given design specifications for bus stops which are to be followed by contractors who are issued the contract of building bus stops by BMC. While safety is not explicitly mentioned as a parameter, some of the design elements provide for safety of passengers. There are however a few more elements which can be included in the design of the bus stop by BCLL to ensure that the shelters are designed to provide safety for women commuters.

Guidelines
Current and future design of bus shelters could include the parameters which are mentioned below in Table 6 to ensure safety and comfort of women commuters (Figure 61).

Table 6 Proposed Bus Stop Design Guidelines

Design of Bus shelters
Transparent bus shelters- To ensure Visibility of passengers
Placement of advertisements and other utilities should not hinder visibility for passengers sitting or standing at the bus stops
Ensure installation of comfortable seats partitioned with hand rests
Provide designated seating for passengers travelling with heavy packages or dependents
Proper signage at the bus stop giving stop name and other route details
Facilities like public phone booths and panic alarm buttons at the bus stops which are directly connected to Nirbhaya Vans provide by Police

Tamper proof feedback system installed at stations
Information- emergency numbers
CCTV Cameras at bus stops where natural surveillance is not possible
Lighting- to ensure consistency lighting need to be provided not just inside the stop but multiple lights in and around the station is required.
Provide public notices on who to contact to report burnt out or damaged lights
Real time displays with information about the bus routes, timings, bus stop names.
Ensure placement of women commandos/security guards or policing at the bus stops after dark.
Number for maintenance, damaged lights, etc.

Methodology

- The office of Manger Security and Vigilance of BCLL will be responsible to ensure that women safe design suggested above is reviewed and approved. The approved design is then presented by BMC who is responsible for installation of bus stops
- The approved design should then be piloted at about 10 bus stops around the city.
- Feedback should be collected on the design from the BCLL Women's Safety Committee and surveys at the bus stops and design should be reviewed based on the feedback.

8.4. ENFORCEMENT/ GRIEVANCE SYSTEM

8.4.1. Mobile Police Units/ Nirbhaya Vans
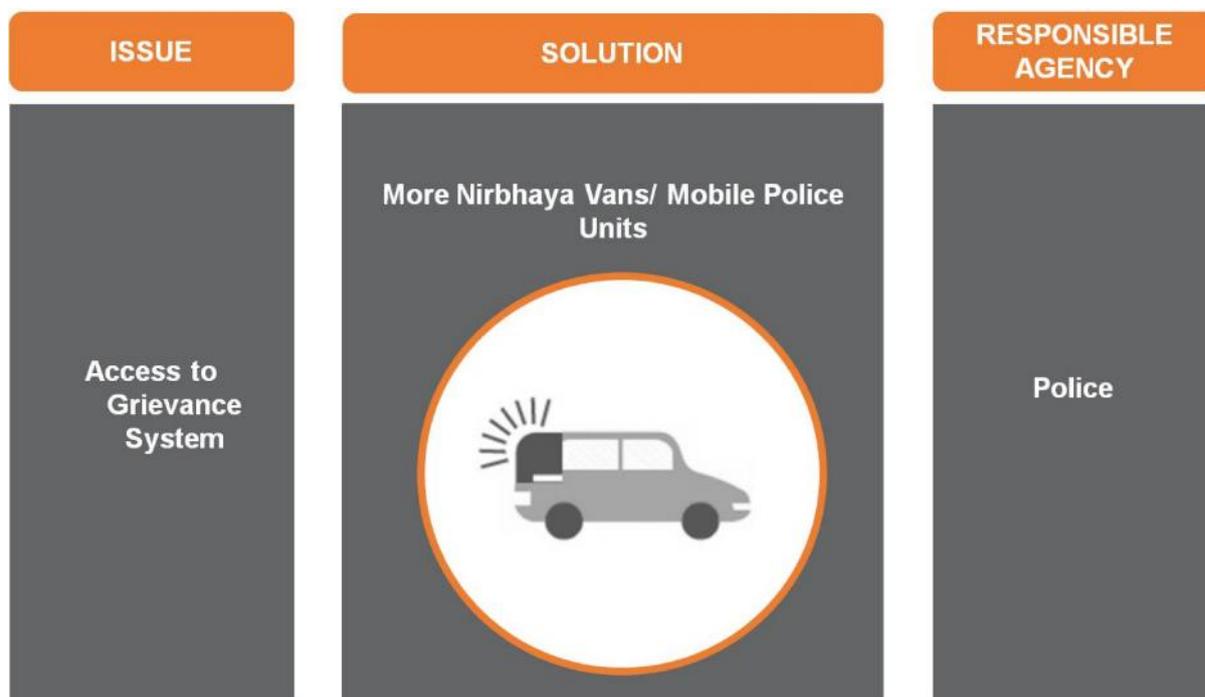
Figure 62 Mobile Police Units/ Nirbhaya Vans

Women Commuters mentioned the lack of appropriate Grievance mechanisms to handle the issues faced by them while using public transport. Driver and Conductor Interviews also helped in highlighting that one of the reasons why cases of harassment against women don't get reported are because the protocols to be followed are cumbersome. This includes the protocol of the bus being taken to the nearest Police station. Such a measure leads to the rest of the bus commuters complaining leading to such measures being very difficult to enforce.

In order to ensure that women feel safe enough to report harassment and bus personnel feel comfortable enough to handle this issue, it is highly necessary for the Police to showcase that women harassment is a priority issue for them. For this one measure would be mobile police units which would come towards the bus rather than having the bus being taken to the Police station. Bhopal police has already provided for 24 hour mobile police squads, named Nirbhaya Vans in the city. These are designated to handle cases on women's harassment around the city.

The fleet size of these mobile units should be increased in the city. Nirbhaya Vans should be able to reach the point of complaint anywhere in the city within ten minutes of the complaint being lodged by a woman. Ensuring the availability of mobile units which cater specifically to women's issues and facilitating immediate action, will help send the message to people in the city that women's safety is a priority. This will also help women in gaining confidence and higher reporting of cases of harassment (Figure 62).

Panic button should be installed in all modes of public transport linking it to Nirbhaya Vans. Drivers, conductors and passengers should be well aware of the functioning and usage of these panic buttons.
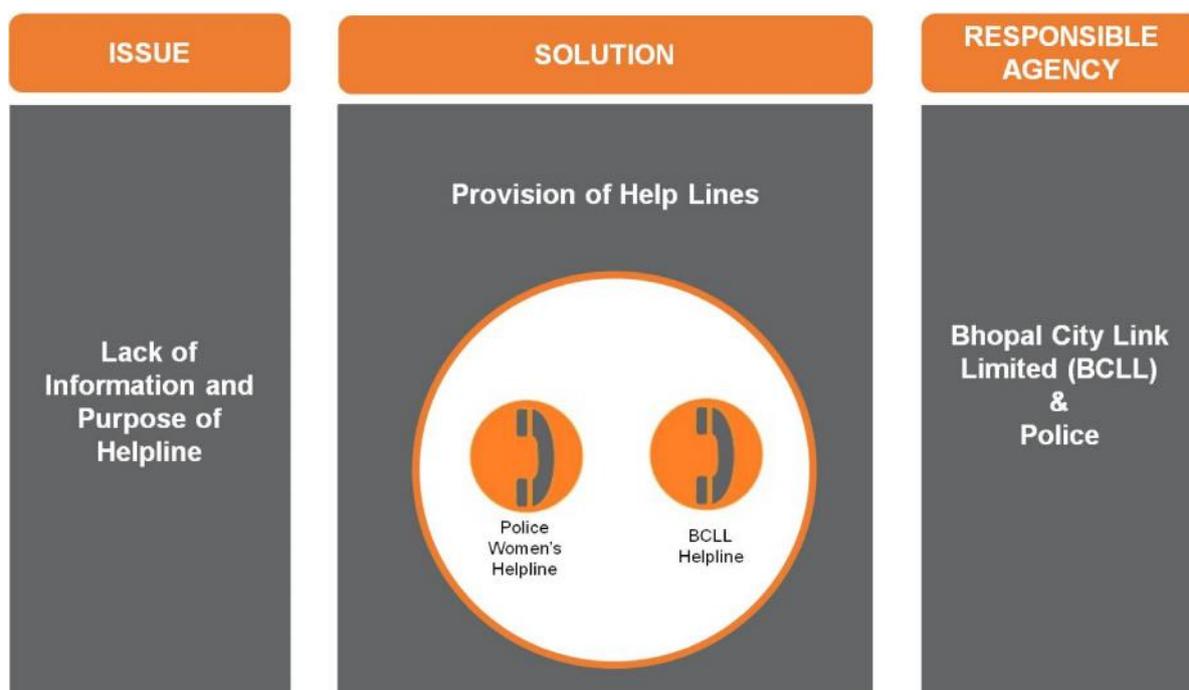
Figure 63 Police Women's Helpline

The current Police Women's Helpline should be revamped to ensure that priority calls are immediately transferred to Nirbhaya Police units in the city. In case, a problem of harassment is registered anywhere in the city, the person should contact the Police Women's Helpline, which will then immediately transfer the details to the nearest Nirbhaya police unit.

This helpline should be made popular across the city and with Public transport personnel. If a case of harassment occurs on a public transport vehicle, the conductor/ Personnel should be instructed to call the mobile unit. The vehicle is then taken to the closest bus stop, where the culprit is handed over to the police mobile unit, who reaches the spot and the next course of action is taken from there. This helpline will be common for all modes of transport in the city like Tata Magics, Regular buses, Mini buses, Auto rickshaws, cabs, etc.

The Police should ensure that the helpline number is made popular. Details will have to be mandatorily provided at all bus stops, public transport vehicles and other public spaces in the city like commercial areas. BCLL's annual campaign on Women's safety will also help in popularising the helpline (Figure 63).

Figure 64 Common Database on Public Transport Operations Personnel

A common data base on public transport personnel hired across different modes of public transport need to be created for the city (Figure 64). This will include even details of cab drivers in the city. This Database can be maintained by the Police. All public transport operators in the city should contribute details of their staff for the database. This data base will also contain information on whether a sexual harassment case is filed against any of the employees and if this case has been proven. Any person with a record on sexual harassment will be black listed and all public transport operators should be forbidden from hiring such a person for operations.

9. NEXT STEPS

A Dissemination and Validation Workshop was organized towards the end of the project with important stakeholders in the city to discuss the findings, proposed recommendations and their implementation strategies.

Bhopal City Link Limited, Bhopal Municipal Corporation, Urban Administration and Development Department, Police, Local NGOs were the main stakeholders at the workshop along with representatives from various other organizations involved in public transport and safety related works in the city.

The following points were agreed in the workshop:

Bhopal City Link Limited-

- Appointment of Manager Safety and Vigilance
- Constituting Women's Safety Committee to collect Feedback of commuters especially women
- installation of Panic buttons in Public transport vehicles connected to Nirbhaya Vans

Police-
- Women's Safety and Gender Sensitivity Training for public transport personnel mid management can be undertaken.
- Common Database for all Public transport personnel can also be look at.
- Increase in number of Nirbhaya Vans

Bhopal Municipal Corporation, Bhopal City Link Limited & Police-

- Exploring the possibility of Licence and Fitness Certificate to informal modes of public transport to be linked to operations under BMC/ BCLL, to ensure that their operations can be monitored and safety initiatives undertaken.
- Campaign on Women's safety to be undertaken every year by BMC, BCLL and Police together

Though the authorities are largely interested in addressing the women safety issue and the proposed measures, they lack the technical capacity in implementing these and would require assistance for the same. Technical inputs for enhancing both the practical expertise as well the institutional capacity is required to have visible and long term effects of the proposed measures.

10. CONCLUSION

Data from Bhopal has shown that there are distinct difference in the travel patterns of women and men in the city as has been mentioned in literature from around the world. This data helped in highlighting that women spend less than men on travel, are more concerned about safety when choosing their mode of transport, tend to travel lesser for work, more often with dependents and engage in trip chaining. These differences have not been studied till date in Bhopal. Understanding that there are differences have helped highlight that there is a need to understand the differences in travel patterns of men and women to plan and operate better public transport services, which cater to their needs.

Data also helped understand the distinct problems that are faced by women commuters during different legs of the journey. It highlighted the fact that there are a whole range of issues which together contribute to women feeling unsafe and restricting their freedom of movement. Hence to address the issue, the solutions also need to be holistic. There is no single solution to solving the problem. To effectively solve the problem, solutions have to address Public transport planning and operations, Institutional capacity, Public transport infrastructure and vehicles and also the Enforcement and Grievance system. It was also understood that multitude of government agencies, which includes, public transport agency, operators, municipal corporation, police, road Transport authority need to work together to address the issue.

There are good practices from around the world which have been proven to be useful. This project has identified the best practices that can be followed in Bhopal which helps in addressing the issues that have been highlighted. This is the first project to holistically look at women's safety in public transport in India and can if implemented ensure better Safety and Security for women commuters while using Public Transport in the city.

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Annexure

ANNEXURE 1 – VALIDATION WORKSHOP DETAILS

Validation Workshop on Recommendations from Pilot Initiative on Women's Safety in Public Transport

24th April, 2015

Time	Topic	Speaker
11:30 – 11:45	Inaugural Address	Chandramauli Shukla, CEO BCLL
	Opening Remarks	Amit Bhatt, EMBARQ India
11:45 – 11:55	Introduction to Safe Cities Initiative	Manisha Telang, DFID
11:55 - 12:30	Women Safety in Public Transport: Introductory Session and Project Findings	Amit Bhatt, EMBARQ India
12:30 - 01:15	Presentation on Recommendation on: 1. Institutional Capacity 2. Enforcement and Grievance 3. Service Planning & Operations 4. Infrastructure & Vehicles	Ranjana Menon, EMBARQ India Azra Khan, EMBARQ India
01:15 - 01:45	Question & Answers	
01:45 – 02:00	Valedictory	
02:00 – 02:45	Lunch	

Minutes of Meeting

- Panic Button or a similar such mechanism to be installed in public transport vehicles so that Nirbhaya Vans/ police help can immediately reach the point where the PT vehicle is, thereby removing the whole procedure of taking the vehicle to the police station. This would speed up the reaction process by police and culprits can be handed over to the police immediately. Drivers and conductors should be trained specifically to use this mechanism. This point was made by the DIG, Police while discussing about the recommendation made by EMBARQ India on increasing the number of Nirbhaya Vans and their promptness to reach the point of crime.

- In response to the recommendation on provision of special help lines by Police and BCLL, the DIG, Police also said that a service called 'Dial 100' will soon be started in the city. This service will start within a year by Police and would be a common and universal complaint number for all. He also said there is a women's complaint number – '**1091'** but the awareness among citizens and especially drivers and conductors about this is very low. Hence each and every PT mode should display this number properly and people would be made aware of it, which is also covered in one of the recommendations made by EMBARQ India about the display and awareness on emergency numbers.

- In response to the recommendation that Police should house drivers and conductors trainings, DIG, Police said that they are ready to conduct the trainings for drivers and conductors as recommended.

In response to the recommendation with regard to protocols for bus operations, absence of security mechanisms like GPS devices in informal modes and common database of all public transport personnel has already been made under recommendations by EMBARQ India. The following points were proposed:

- Chandra Mauli Shukla, CEO, BCLL proposed to bring all modes of public transport under BCLL's jurisdiction, so as to have better control over their functioning. BCLL would then install GPS in all PT modes so as to have better monitoring and safety. PT coverage can also be improved by this and BCLL would be in a condition to provide better infrastructure facilities across all PT modes. In response to this DIG, Police proposed that initially all modes can be brought under the jurisdiction of BMC and later can be moved on under BCLL.

- Chandra Mauli Shukla, CEO, BCLL also said that once brought under government jurisdiction, route rationalization for all modes can be worked out by so as to improve frequency and provide better services across the city.

- Tejaswi Naik, Commissionar, BMC said that a mobile application can be developed giving information of the PT modes availability at any given time and point of the city.
- The DIG, Police in response to above points stated that colour coding of vehicles can be done as per the routes on which they operate to improve effectiveness in operations and ease of passengers.

- The DIG, Police also proposed in continuation to the above point that RTO can make certain parameters mandatory for issuing permits and fitness certificates to vehicles. These can include:

  - The vehicle is operating under BCLL's jurisdiction/ is registered with BCLL
  - The vehicle should have a GPS device installed
  - The driver conductor should be registered under common database with BCLL

- Discussing about the recommendations on improving the institutional capacity, Tejaswi Naik, Commissioner, BMC said that all the government agencies will have to work together helping in convergence of resources for better safety in PT modes in the city. He also said that supporting agencies to BCLL, women's at BCLL etc can work as THINK TANKS in the process.

- Tejaswi Naik, Commissioner, BMC, also said that the government agencies are looking forward to improve the public transport services in the city. He also mentioned that Bhopal is the only city having a 'Mayor in Council' member specifically to look into transport of the city which in itself is a pioneering step forward.

- Alok Sharma, Mayor, Bhopal said that separate budget worth 3 crores for NMT and 10 crores to improve formal modes of PT transport have been allocated and that the same would be utilised to look into the recommendations proposed.

- He also advised all the government officials and ward councillors to personally go on visits and checks in public transport modes and during their visits should specifically interact with women commuters so as to take feedback and to have better understanding of the problems faced by them. This was mentioned in the recommendation about developing feedback mechanisms for all the services provided.

- Prarthana Mishra, Secretary, Sangini gender Resources Centre proposed that school buses and vans should also be included in these recommendations and that safety should be guaranteed in these modes as well.

- Asmita Basu, DFID, proposed that BCLL can look into including safety concerns and mechanisms through certain norms and conditions in contractual agreements with private operators. The point has been captured in one of the recommendations related to protocols of bus operations.

List of Participants

1. Alok Sharma: Mayor, Bhopal
2. Kewal Mishra : MIC Member, Transport
3. Tejaswi Naik : Commissioner BMC
4. D. Srinivas Verma: DIG, Bhopal Police
5. Mahendra Jain, DSP, Traffic Police, Bhopal
6. Chandra Mauli Shukla, CEO, BCLL
7. Shafeeq Ahmed, Jr. Manager, UADD (on Brahlf of Kamal Nagar, OSD Transport, UADD)
8. O.V Suhag, CEO Capital Roadways
9. R.S Kushwaha, Prasanna Purple
10. Ganesh Singh Baghel, President, Minibus Association Bhopal
11. Prarthana Mishra, Secretary, Sangini Gender Resource Centre, Bhopal
12. Richard Slater, Team Lead, MPUIIP
13. Mr C.U.Roy - Deputy Director (MPUIIP)
14. Shahzad Khan, Livelihood Expert, MPUIIP
15. Rakesh Shandilya, Community Development Officers (CDO) in BMC under MPUIIP
16. Rani Tiwari, Community Development Officers (CDO) in BMC under MPUIIP
17. Ashish Mishra, Senior Community Mobilisation Expert MPUIIP Bhopal
18. Chaya Khale , Community Mobilisation Expert MPUIIP Bhopal
19. Arti Parashar Community Mobilisation Expert MPUIIP Bhopal
20. Prakash Arya, PPP Expert, MPUIIP
21. Manisha Telang, DFID
22. Asmita Basu, DFID
23. Amit Bhatt, Strategy Head, EMBARQ India
24. Ranjana Menon, Associate, EMBARQ India
25. Azra Khan, Consultant, EMBARQ India

Participants from Print Media:

- Dainik Bhaskar
- Sandhya Prakash
- Nav Duniya
- People's Samachar
- Patrika

Participants from Electronic Media:

- India TV
- BTV
- Doordarshan
- Sahara Samay
- DDN

Media Coverage- Validation Workshop

Print Media Coverage

Dainik Bhaskar:

Patrika:

People's Samachar:

मैजिक, आपे और मिनी बसें चलाएगा बीसीएलएल..!

पीपुल्स संवाददाता ◆ भोपाल
मोबाइल नं. 7879831217

माय बसों का ही संचालन करने में शत प्रतिशत सफल नहीं होने वाला बीसीएलएल अब शहर के हर छोटे-बड़े यात्री वाहन की जिम्मेदारी लेगा। नतीजे में हर वाहन में टाइम टेबिल और निर्धारित रूट पर ही चलाने के लिए मुफ्त में जीपीएस सिस्टम लगाने जा रहा है।

बस स्टाप की तर्ज पर पूरे बीआरटीएस रूट में सीसीटीवी कैमरे भी लगेंगे। इस पर ढाई से तीन करोड़ खर्च का अनुमान है। बीआरटीएस अधूरा और कई बार घोषणा के बाद भी पूरी 225 बसें सड़क पर नहीं उतारी जा सकी हैं। इससे उपजी नाकामी के नतीजे में बस ऑपरेटर को घाटा होने के चलते ऑपरेटर बस संचालन रोकने का नोटिस तक दे चुके हैं। शुक्रवार को

यह सुझाव भी दिए गए

▸ नगर निगम आयुक्त तेजस्वी नायक ने लोक परिवहन सेवा को और अधिक सुविधाजनक बनाए जाने के लिए मोबाइल-एप निर्माण का सुझाव दिया।

▸ एमपीआईआईयूडी के रिचर्ड ने परिवहन से जुड़े विभागों को इस अभियान में शामिल करने, आपसी समन्वय से प्रभावी क्रियान्वयन पर जोर दिया।

आईएसबीटी स्थित बीएमसी के हॉल में सुबह बीसीएलएल और एनजीओ एंबार्क इंडिया द्वारा वूमन सेफ्टी पर कार्यशाला थी। इसमें महापौर आलोक शर्मा, महापौर परिषद सदस्य केवल

विशेष सेल बनाने की मांग

एम्बार्क प्रतिनिधि अमित भट्ट, डीएफआईडी के प्रतिनिधि मनीषा तैलंग एवं एआईडी की अस्मिता बासु ने बीसीएलएल के अंतर्गत एक विशेष महिला सेल का गठन करने की मांग की। इसके जरिए बसों में यात्रा करने वाली महिलाओं के साथ होने वाली अप्रिय घटनाओं को रोका जा सकेगा। ट्रेनिंग प्रोग्राम एवं सर्वे के बारे में एम्बार्क की अजरा खान ने भी जानकारी दी।

मिश्रा, डीआईजी श्रीनिवास वर्मा, नगर निगम आयुक्त तेजस्वी नायक, बीसीएलएल के मुख्य कार्यपालन अधिकारी चंद्रमौली शुक्ला सहित एंबार्क इंडिया के पदाधिकारी थे।

बसों में पैनिक बटन सिस्टम लगाया जाए

डीआईजी श्रीनिवास वर्मा ने बसों में महिलाओं को पैनिक बटन सिस्टम की जरूरत बताई। बटन जीपीएस के जरिए सीधे निर्भया टीम से जुड़ा होगा। अप्रिय परिस्थिति में महिला बटन दबा कर निर्भया टीम को बुला सकेगी तथा निर्भया टीम तुरंत वाहन लोकेशन पता करके कार्रवाई करेगी। इसके साथ ही लोक परिवहन वाहनों में महिला हेल्पलाईन नंबर 1091 डिस्प्ले कराने और जल्द शुरू होने वाली 100 डायल योजना को लोक परिवहन के वाहनों से जोड़ने पर जोर दिया। वर्मा ने बसों में रूट अनुसार कलर वेडिंग तथा कवरेज बढ़ाने की जरूरत बताई।

Pradesh Today:

कार्यशाला

भोपाल। आईएसबीटी में सार्वजनिक परिवहन के दौरान महिला सुरक्षा एवं यातायात विषय पर कार्यशाला का आयोजन किया गया। इस मौके पर डीआईजी डी श्रीनिवास वर्मा, कमिश्नर नगर निगम तेजस्वी एस नायक मौजूद रहेंगे।
फोटो : मनिन्दर सिंह

Transport services unfit for women passengers in city

■ Staff Reporter

A TOTAL of 88 per cent women in State capital have faced harassment while using public transport services, while 40 per cent of women passengers face harassment on a daily basis in the public transport systems of city. These bewildering facts were presented by EMBARQ India after completion of a survey for pilot initiative for Women Safety in Public Transport in Bhopal. The facts raised questions on part of administration and the Bhopal Municipal Corporation which has been regularly claiming to provide safe ride to women passengers in state capital.

The reason behind the increase in the rates of women harassment can be accounted from the fact that 30 per cent of drivers and conductor believe that women are equally responsible for harassment, while 100 per cent of them think that harassment is not a prevalent issue in Bhopal. The survey was conducted by EMBARQ India in four legs. The first leg consisted of journey from original source to bus stop followed by second leg which is waiting at the bus stop, third leg involves boarding and riding in the bus and the final leg indicates the problems faced by women on the bus generally due to poor attitude and behaviour of conductors and other male passengers.

A total of 20 bus stops in city have been identified as unsafe for women passengers in state capital. The survey was conducted on women passengers at various bus stops of city, to end up with the fact that bus stops at Prakash Tarun Pushkar, Akriti Ecocity, Tilak Nagar, Kamla Park, Ravindra Bhavan, Charimli, Bittan market, Ishwar Nagar, VIP Guest house, Polytechnic, Pump House, Bairagarh, Kasturba Hospital, Career College, Govindpura Thana New Court, Arera Hills, Vallabhavan, Vindhyachal, Nanke petrol pump, Taj Mahal, VIP Guest House, Pump House, Bairagarh are unsafe for women passengers.

The survey has taken the officials of Bhopal Municipal Corporation and Traffic Police off guard. DIG Shreenivasa Varma after watching the presentation gave the suggestion for installation of panic button system in the public transport systems, so that the Nirbhaya team can be deployed immediately once it is pressed. Officials have indicated for formation of a committee with the members of BCLL, Bhopal Police and Regional Transport Office to enhance the rules and safety of women passengers of state capital.

Bhopal City Link Limited is now going to form a report of all the suggestions received in the workshop in order to develop new mechanism to ensure safety and security of women passengers in public transport modes of city.

Nav Bharat:

महिला सुरक्षा में हर संभव सहायता देंगे : शर्मा

वाहनों में महिलाओं के लिए 'पेनिक बटन' का सुझाव

भोपाल, 24 अप्रैल. नगर पालिक निगम भोपाल, भोपाल सिटी लिंक लिमिटेड एवं एम्बार्क इंडिया द्वारा संयुक्त रूप से Recommendation from pilot initiave for Women's Safety in Public Transport in Bhopal विषय पर कार्यशाला महापौर आलोक शर्मा की अध्यक्षता में आईएसबीटी स्थित परिसर सभाकक्ष कार्यालय में शुक्रवार को सम्पन्न हुई.

कार्यशाला का प्रमुख उद्देश्य लोक परिवहन सेवा के अंतर्गत संचालित वाहनों में महिलाओं को सुरक्षा प्रदान करना, महिलाओं के साथ होने वाली छेड़छाड़ को रोकना, महिलाओं को आत्मनिर्भर बनाना एवं महिलाओं को सुरक्षित माहौल प्रदान करते हुये सुविधाजनक एवं भयमुक्त लोक परिवहन की सेवा उपलब्ध कराना था. कार्यशाला में डीआईजी डी. श्रीनिवास वर्मा, निगम आयुक्त तेजस्वी एस. नायक, महापौर परिषद के सदस्य केवल मिश्रा सहित नगर निगम बीसीएलएल, ट्राफिक पुलिस व एम्बार्क इंडिया के अधिकारी मौजूद थे. कार्यशाला में महापौर आलोक शर्मा ने लोक परिवहन के साधनों में महिलाओं को संपूर्ण सुरक्षा की व्यवस्था का समर्थन करते हुये नगर पालिक निगम तथा शासन की ओर से हर संभव सहयोग प्रदान करने हेतु आश्वस्त किया.

भोपाल पुलिस के डीआईजी श्रीनिवास वर्मा द्वारा सुझाव दिया गया कि लोक परिवहन के समस्त वाहनों में महिलाओं के लिये 'पेनिक बटन सिस्टम' होना चाहिये जो कि जीपीएस के माध्यम से सीधे निर्भया टीम से जुड़ा हुआ हो ताकि किसी भी अप्रिय परिस्थिति में महिला उक्त बटन को दबाकर निर्भया टीम को बुला सके तथा निर्भया टीम तुरंत वाहन की लोकेशन पता करके वहां पहुंचकर पीड़ित महिला की सहायता कर सके. वर्मा द्वारा यह भी सुझाव दिया गया कि सभी लोक परिवहन के वाहनों में महिला हेल्पलाइन नंबर-1091 डिस्प्ले कराया जाये, निकट भविष्य में शुरू होने वाली 100 डायल योजना को लोक परिवहन के वाहनों से जोड़ा जाये, वाहन चालकों एवं परिचालकों को पुलिस द्वारा प्रशिक्षण दिलवाया जाये.

Dainik Jagran:

बसों और बीआरटीएस में कैमरे लगाकर रोकी जाएगी छेड़छाड़

जागरण प्रतिनिधि, भोपाल। भोपाल महापौर आलोक शर्मा ने कहा कि पब्लिक ट्रांसपोर्ट में महिलाओं के साथ छेड़छाड़ की घटनाएं अब नहीं होने देंगे। इस तरह की घटनाओं को रोकने के लिए बसों के साथ-साथ पूरे बीआरटीएस कारीडोर में भी कैमरे लगाए जाएंगे।

इसके अलावा पब्लिक ट्रांसपोर्ट में जीपीआरएस सिस्टम लगाए जाएंगे। इससे हर पल पुलिस और निगम के कर्मचारी नजर रखेंगे। वहीं सभी पब्लिक ट्रांसपोर्ट में कंडेक्टर, ड्राइवर, आटो चालक और म्युजिक चालक वर्दी के साथ ही नेम प्लेट अनिवार्य रूप से लगाएं। जिससे किसी प्रकार के अप्रिय व्यवहार, छेड़छाड़ सहित अन्य मामलों की ट्रैकिंग हो सकें। यह बात नगर निगम परिषद के सभागार में शुक्रवार को वुमंस सेफ्टी इन पब्लिक ट्रांसपोर्ट पर आयोजित एक दिवसीय कार्यशाला में महापौर श्री शर्मा ने कही। उन्होंने अधिकारियों को सख्त निर्देश दिए कि कार्यशाला में आए सुझावों पर जल्द से अमल करने का प्रयास करें।

सेमिनार में एम्बार्क इंडिया द्वारा भोपाल में पब्लिक ट्रांसपोर्ट पर एक सर्वे किया गया था। इस सर्वे में यह बात भी सामने आई कि बनाए गए बस स्टाप महिलाओं के हिसाब से सुरक्षित नहीं हैं। सर्वे प्रेजेंटेशन को देखने के बाद महापौर आलोक शर्मा ने कहा का पब्लिक ट्रांसपोर्ट में महिलाओं की सुरक्षा सुनिश्चित की जाएगी। उन्होंने बताया कि शहर के ट्रांसपोर्ट व्यवस्था सुधारने के लिए इस बार 3 करोड़ का प्रोबधान किया है। इसके तहत शहर के सभी वार्डों के परिवहन व्यवस्था को दुरुस्त किया जाएगा।

इस अवसर पर एमसीआई मेंबर ट्रांसपोर्ट केवल मिश्रा ने स्वीकार किया है

- ◆ शहर का पब्लिक ट्रांसपोर्ट हो निगम के हवाले
- ◆ ड्राइवर और कंडेक्टर लगाएं नेमप्लेट
- ◆ बसों में लगाए जीपीआरएस सिस्टम

कि पब्लिक ट्रांसपोर्ट की व्यवस्था ठीक नहीं है। महापौर द्वारा दिए गए सुझावों को जल्द से जल्द अमल किया जाएगा। श्री मिश्रा का कहना है कि पुलिस, आरटीओ, नगर निगम मिलकर इसे सुधारेंगे।

भोपाल डीआईजी श्रीनिवास वर्मा ने कहा कि भोपाल में शुरू होने वाली 100 डायल के बाद यातायात व्यवस्था में सुधार आएगा। नगर निगम आयुक्त ने महिलाओं को सेफ्टी एप उपयोग करने की सलाह दी। बीएलसीसी के सीईओ सीईओ चंद्रमौली शुक्ला ने कहा कि इस सेमिनार पर आए सुझावों पर एक रिपोर्ट तैयार की जाएगी, ताकि महिलाओं की सुरक्षा सुनिश्चित की जा सकें। इस अवसर पर डीएफआईडी के मिस्टर रिचर्ड, ट्रैफिक डीएसपी महेन्द्र जैन ने बेहतर परिवहन व्यवस्था के लिए सुझाव दिए। सेमीनार में आए अधिकांश लोगों का कहना था कि पब्लिक ट्रांसपोर्ट में महिलाएं सुरक्षित नहीं हैं। उनके साथ छेड़छाड़ होती

रहती है। ड्राइवरों ने माना कि महिलाओं के साथ होने वाली छेड़छाड़ को रोका नहीं जा सकता। वहीं 30 फीसदी कंडक्टरों ने माना सेक्सुअल हैरासमेंट को रोकना संभव नहीं है।

फिर चलेगी महिलाओं के लिए अलग बस

इस कार्यशाला के दौरान महापौर आलोक शर्मा ने कहा कि महिलाओं के लिए अलग से बसें चलाई जाएंगी। इसमें महिला कंटेक्टर और ड्राइवर होंगी। फिलहाल बीसीएलएल की बसों में महिलाओं के लिए और अधिक सीटें आरक्षित की जाएंगी। इसके अलावा चौराहों पर नए बस स्टाप बनाए जाएंगे।

महिलाओं के साथ छेड़छाड़ रोकने के लिए सभी पब्लिक ट्रांसपोर्ट को एक फ्रेस्म में लाना जरूरी है। इसके अलावा इसे रोकने के लिए पुलिस, परिवहन विभाग, नगर निगम तथा समाजसेवी संस्थाओं को मिलकर काम करना पड़ेगा।

आलोक शर्मा
महापौर नगर निगम भोपाल

Nav Duniya:

सिटी ट्रांसपोर्ट सिस्टम के ब्लूप्रिंट में महिला सुरक्षा पर रहेगा जोर

» ट्रैफिक व्यवस्था के लिए तीन करोड़ रुपए का प्रावधान

भोपाल (नप्र)। शहर में अव्यवस्थित तरीके से दौड़ रहीं मिनी बसों, मैजिक, आपे के ठीक तरीके से संचालन के लिए ब्लू प्रिंट तैयार किया जाएगा। महिलाओं की सुरक्षा के लिए बीआरटीएस में महिला पुलिस बल की तैनाती, महिलाओं के लिए विशेष बस और बस में महिलाकर्मी की तैनाती की जाएगी। इस संबंध में मुख्यमंत्री से चर्चा की जाएगी।

यह बात शुक्रवार को महापौर आलोक शर्मा ने कही। वे बीसीएलएल, एम्बार्क इंडिया द्वारा संयुक्त रूप से आईएसबीटी कार्यालय में आयोजित 'लोक परिवहन में महिला सुरक्षा' कार्यशाला को संबोधित कर रहे थे। उन्होंने सभी 85 वार्डों में जरूरी स्थानों पर बस स्टॉप निर्माण की जरूरत बताई। साथ ही मार्गों में सीसीटीवी कैमरे और ट्रैफिक सिग्नल लगाने, महिलाओं को सुरक्षित और भयमुक्त लोक परिवहन की सेवा उपलब्ध कराने के लिए आवश्यक कदम उठाने की बात कही। महापौर ने कहा कि ट्रैफिक .... के लिए .... करोड़ रुपए का प्रावधान किया है। सभी पार्षद अपने-अपने वार्डों में बसों का निरीक्षण करेंगे।

कार्यशाला में एम्बार्क द्वारा प्रेजेंटेशन के माध्यम से लोक परिवहन में समस्या और समाधान बताया गया। इस दौरान नगर निगम कमिश्नर तेजस्वी एस. नायक, एम्बार्क के अमित भट्ट, अजरा खान, डीएफआईडी की मनीषा तैलंग, एआईडी की अस्मिता बासु, संगिनी एनजीओ के सदस्य, एमआईसी सदस्य केवल मित्रा, मिनी बस एसोसिएशन के अध्यक्ष गणेश सिंह बघेल, डीएसपी ट्रैफिक महेंद्र जैन आदि मौजूद थे।

नगर निगम परिषद भवन के कॉन्फ्रेंस हॉल में कार्यशाला में प्रेजेंटेशन दिखाती एम्बार्क की प्रतिनिधि।

जिम्मेदारों ने दिए सुझाव, सभी सिस्टम बनाने को राजी

पेनिक बटन सिस्टम हो

लोक परिवहन के सभी वाहनों में महिलाओं के लिए पेनिक बटन सिस्टम होना चाहिए, जो कि जीपीएस के माध्यम से सीधे निर्भया टीम से जुड़ा हुआ हो, ताकि अप्रिय स्थिति में महिलाएं बटन का उपयोग कर सकें।

– डी. श्रीनिवास वर्मा, डीआईजी

जीपीएस अनिवार्य हो

यदि मिनी बसों एवं मैजिक/ आपे आदि को बीसीएलएल अधिग्रहीत करता है, तो इन वाहनों का बेहतर संचालन किया जा सकेगा। आरटीओ जो भी परमिट जारी करे, उनमें जीपीएस का प्रावधान होना चाहिए।

– चंद्रमौली शुक्ला, सीईओ, बीसीएलएल

सभी विभाग शामिल हों

लोक परिवहन से प्रत्यक्ष और अप्रत्यक्ष रूप से जुड़े हुए अन्य विभागों को भी इस अभियान में शामिल करना चाहिए, ताकि वे महिलाओं की सुरक्षा हेतु आवश्यक उपाय एवं नीति निर्धारण कर सकें।

– रिचर्ड, प्रतिनिधि, एमपीआईआईयूडी

एम्बार्क डीएफआईडी के प्रतिनिधियों ने कहा: एम्बार्क के प्रतिनिधि अमित भट्ट, डीएफआईडी के प्रतिनिधि मनीषा तैलंग और एआईडी की अस्मिता बासु द्वारा सुझाव दिया गया कि बीसीएलएल तहत एक विशेष महिला सेल का गठन किया जाए, जिसके माध्यम से बसों में यात्रा करने वाली महिलाओं के साथ होने वाली अप्रिय घटनाओं को रोका जा सके।

यह सुझाव आए

■ बस संचालन का प्रोटोकॉल हो
■ महिलाओं के लिए विशेष बस
■ महिला कर्मचारी की तैनाती
■ महिला सुरक्षा कमेटी बने
■ सेफ सिटी स्टीयरिंग कमेटी हो
■ वुमेन फ्रेंडली बस स्टॉप
■ निर्भया की वैन की संख्या बढ़े
■ हेल्प लाइन का प्रावधान हो
■ महिला सुरक्षा कैंपेन चलाएं
■ स्टैंडर्ड फुटपाथ और स्ट्रीट लाइट की व्यवस्था हो
■ प्रोटोकॉल के हिसाब से बस स्टाप बने
■ संचालन की ट्रेनिंग दी जाए
■ बस शेल्टर बनाए जाएं
■ लिंग भेद पर ट्रेनिंग दी जाए

एम्बार्क सर्वे में यह भी

» 88% महिलाएं लोक परिवहन में हेरासमेंट का शिकार हो चुकी हैं

» 40 % फेस हेरासमेंट का शिकार हुई

» 100% ड्राइवर बोले– हेरासमेंट कोई इश्यू नहीं

» 30% कंडक्टर बोले– महिलाएं खुद जिम्मेदार

The workshop was also covered by the following electronic media groups:

- India TV
- BTV
- Doordarshan
- Sahara Samay
- DDN

ANNEXURE 2 – LITERATURE REVIEW

7 cities within and outside India, which have looked at the gender aspect in public transport or safety of women in public spaces were identified. The steps taken by the cities and the impact of the projects were then analysed to draw lessons for Bhopal.

4 reports on gender and public transport were also reviewed as a part of the literature review. This helped in understanding the essential differences in travel patterns of men and women and thus helped the project team in identifying the relevant data that should be collected for the city and in learning of some best practices.

Case Studies

Bangalore Metropolitan Transport Corporation (BMTC), Bangalore

Introduction

Bangalore is India's 5th largest city and one of the fastest growing in the world. It covers a total area of over 824 sq kms, with the population of 8.4 million (2012). The Bangalore Metropolitan Transport Corporation (BMTC) came into existence in 1997 with the sole aim of providing public transportation to Bangalore city and sub-urban areas. It serves more than 4.8 million commuters of the city. It has a fleet of more than 6440 buses covering an area encompassed with radius of 40.4 kms from the city centre. In a day, BMTC operates 502 city and 1887 sub-urban routes, running 14.31 lakh kms and making 82,818 trips.

A 2012-13 survey spearheaded by Bangalore Bus Prayana Vedike found that two out of three women travelling in BMTC buses regularly face regular violence and harassment (both verbal and physical), from co-passengers, conductors and drivers.

Currently, BMTC has undertaken multiple initiatives to increase safety and comfort of their women passengers.

Initiatives/ Projects

- **Reserved Seats:** There are reserved seats for women in first half of the buses. BMTC has declared men occupying the seats reserved for women passengers a punishable offence. It has collected a penalty of 11 lakhs from 11,013 men passengers for violating this rule (Indian Express, 2014).
- **Ladies Special Buses**: These are 'Ladies Special' Buses operated for the exclusive use by women commuters and children of both sexes below the age of 12 years. The service is aimed at providing travel convenience to working women commuting to and from the place of work. Currently, 22 ladies special trips are operated between different parts of the city and the CBD in the morning and evening hours.
- **Training of Personnel**: sensitization trainings are also given to all BMTC personnel, regarding their behavior towards women and their safety. Regular awareness campaign is being done by deputing teams from BMTC, every month to create awareness among women, about what they should do, in case of any such incident.
- **CCTV Cameras**: 500 buses have been fitted with CCTV cameras so far. BMTC is in the process of installing cameras on all the buses, for which financial support has been sought from Govt. of India, under Nirbhaya fund.
- **Helpline:** BMTC has a helpline number for all commuters. It also has a special provision to take up calls on issues regarding women safety and it would be dealt on top priority. The call centres have been upgraded to reduce call drops and take up emergency calls on priority basis. A person has to dial 2 after landing on the call centre number and that call would be taken on priority, even disconnecting regular customer calls. A complainant is also given a complaint number with the help of which he or she can track the status of the complaint. The call centre will co-ordinate with the Sarathi fleet of BMTC and also the police's mobile units to ensure help reaches the spot at the earliest.

- **Consumer Forum:** Bangalore also has a Bus Consumer's Forum called Bangalore Bus Prayaanikara Vedike (BBPV). It was originally formed in response to the steep fare hikes by BMTC in June 2013. Since then Vedike has been campaigning for better BMTC services including reduced fares. They have come together with BMTC and Police to work for women's safety in public transport.
  A '***Passengers' Security Committee/ Women's Safety Committee'*** has also been constituted under Director, Security and Vigilance of BMTC, with women officers from BMTC and Police and representatives from various NGOs and commuter forums like the Bangalore Bus Prayaanikara Vedike and people working on the issue of womens safety. This meets on regular basis and discusses the actions to be taken to improve the safety conditions
- **Patrolling**: BMTC has introduced a special patrolling vehicle named "Sarathi". These vehicles ensure proper bus operation on the route, proper stoppage of buses on the bus stops and also ensure occupation of reserved seats by women, elderly and handicapped commuters.
- **Coordination with Police**: Provisions have been for women passengers travelling in BMTC buses to hand over sexual offenders to either the Hoysala or Abhaya police. The conductors and drivers are instructed to call the Abhaya police (1091) or the Hoysala police (100) who patrol the city constantly. The bus is then taken to the closest bus stop where the culprit will be handed over to the Abhaya or Hoysala police officers and the next course of action is taken. This initiative has not only ensured that women speak up when faced by sexual abuse but has also ensured that by getting the police involved, prompt action can be taken against the offenders.
- **Provisions for Women Employees:** BMTC has also established a Ladies Grievance committee headed by Senior Lady Counsellor as well as lady officers to redress all grievances of female employees of the Corporation.

Safe Delhi Campaign, New Delhi

Introduction

Delhi is a prime example of the modern city that has witnessed rapid urbanization and population expansion in the last few decades. The capital city of India has been notorious for its reputation of being unsafe for women. Of the 25 megacities in India (cities with more than 1 million population), Delhi ranks the highest on instances of violence against women (National Crime Records Bureau, 2009-10). A public perception survey that was carried out for the first Delhi Human Development Report in the year of 2004 with a sample of 13,000 respondents, showed that only 19% of those surveyed felt the city

It is in this context that Jagori, an NGO which works on women issues launched the 'Safe Delhi' campaign. "Women have the right to live, to work and to move around with safety and dignity" was the motto of the campaign which was launched in 2004.

"The campaign aimed at guaranteeing an equal opportunity to women to access and use public places as their right without the constant feeling of fear and insecurity. For doing so the campaign advocates gender sensitive urban designing and planning, a responsive police and judiciary, a better public transport system and an increased civic awareness."

Initiatives/ Projects

- Gender safety audits were carried out across the city to identify issues, which make a place safe or unsafe for women and girls. A series of over 40 safety audits were undertaken by JAGORI in commercial, residential, educational areas of Delhi.
- Dialogue with Various Stakeholders like Municipal Corporation of Delhi, Delhi Police, Delhi Transport Corporation, Delhi Metro Rail Corporation etc; partnering with Various Citizen's Groups like PEHEL and Women's Development Cell in Delhi University, Gurgaon GirlCott etc. The idea was to increase sensitivity and accountability towards women safety.
- A 'Public Awareness Campaign' was also carried out. This included mass and outdoor media campaigns and workshops with college students and faculty members comprising of experience

sharing discussions and short sensitization sessions. Street interventions like 'Safe Delhi at the Half Marathon' 'Take back the night' and 'Kya Dekh Rahe Ho' (to question 'Staring', a very common form of street sexual harassment) were the activities that were undertaken as a part of the campaign.

- Vulnerable locations of violence and harassment have been identified and a strategic framework was formulated for Delhi. The same has been shared with all relevant government departments.

The biggest success of the campaign has been in bringing great attention to the issue of women safety. It has not only highlighted the need to address such issues but has also created a mass support base. It has also established the fact that women's safety is no longer only a women's issue and diverse groups of people have a role to play in creating safer communities and cities.

BEST, Mumbai

Introduction

"Today, of the seven million journeys undertaken by the rail system every day, 1.5 to two million journeys access stations through the bus network managed by BEST, entailing a ridership of 5.5 million passengers per day." (Mulukutla & Vasudevan)

The Brihanmumbai Electricity Supply and Transport (BEST) undertaking is one of the largest bus transit system in India. There are 4700 buses with the BEST undertaking ferrying approximately 5 million passengers over 365 routes. There are three types of buses which fleet to serve the public transportation – AC Buses, Double Decker Buses and the Ordinary Buses.

Mumbai with its explosive population and a strong dependence on its railway network set up the BEST transport service to operate their feeder bus routes. The bus service was created with a vision to enhance the public transportation system and improve accessibility to the suburban railways, so that large movement across the island can take place with an easy flow.

BEST has taken several measures to ensure a safe and secure travelling for the passengers especially for the women.

Initiatives/ Projects

- **Reserved seats:** 10% seats reservation for women in Double-decker, 16% in AC Buses and 25% in Ordinary Buses. Steps are also been taken to ensure enforcement of the reservation rules.
- **CCTV Cameras:** In August 2006, BEST introduced CCTV on its buses.
- **Pay phones at bus stops** introduced in August 2006.
- **Women's helpline**: Recently, with a collaborative effort of Akshara foundation the BEST launched its helpline number 103 for the women who face any sort of eve teasing or misbehaving to ensure instant help to these women.
- **Online Bus tracking system –** The BEST is very much committed to the passengers convenience and understands the value of time and therefore it recently launched the online bus tracking system where the passengers after a simple free registration with their email ID can easily track the current location and timing of the bus and expected arrival time at a particular bus stop so that one need not has to wait for hours for the bus.
- **Proper signage in the bus as well as at the bus stops –** The BEST buses carry important information and numbers/complaint numbers/helpline numbers in the form of signage inside the bus. The bus stops are with shelters and have seating provided. Every bus stop contains the bus stop name and bus route numbers displayed.
- **Training of Bus Personnel-** The drivers and conductors are also gender sensitized and trained through workshops conducted by BEST with help of civil society organizations from time to time.
- **Booklets-** The BEST provides small booklets which are easily available to the public from any BEST bus depot. These booklets clearly describe the importance of women's safety in the public

transportation and addresses important concerns like sexual harassment, eve teasing in the buses faced by women while travelling.

Toronto Transit Commission, Toronto

Introduction

This case study demonstrates the collaborative relationship between a community-based women's organization, Toronto Transit Commission and the Toronto Police Department in making improvements to the public transport system. Further, the safety audit introduced a participatory experiential tool as an alternative source of data on women transit users (Wekerle 2005).

While there were many changes in the activities undertaken by TTC after the mid-1990s, this case study provides an example of improvements initiated in the public transport system in partnership with women's advocacy organizations.

Initiatives/ Projects

- Safety Audits- METRAC collaborated with Toronto Transit Commission (TTC) to conduct a comprehensive safety audit of the city's transit system and define ways it could be made safer for women commuters (Loukaitou-Sideri 2009). Women's experience of everyday life became the basis for developing the safety audits. They were encouraged to name the places where they felt unsafe in the day and night and to talk about what made them feel uncomfortable. 41% of the women identified elements of the public transport system as unsafe or uncomfortable at night (Wekerle 2005).
- Survey of women on Public transit experience- at forums like Stopping Rape (April 16, 1988), METRAC distributed questionnaires asking women to share their experiences of public transit with a focus on sexual harassment and assault. Additionally, TTC organized a discussion session with women's groups, two-thirds through the audit of the subway system. Representatives of women's groups narrated experiences of sexual assault and harassment on public transit, to the senior management of TTC. This is considered an important juncture in convincing TTC that the system was not as safe as they believed it to be (Wekerle 2005).
- 63 recommendations were made which included:
  - Transparent bus shelters for better visibility,
  - Emergency intercoms in transit settings with little or no staff, elevators for safer
  - Well-lit designated waiting areas at subway stations with CCTV cameras and intercoms,
  - Request-stop program on buses between 9pm and 5am for women traveling alone (Loukaitou-Sideri 2009).
  - TTC should involve women and other users in the transport planning and policy process, hire a gender planner to review all plans. (Wekerle 2005).
  - Create a staff position to investigate all incidents of sexual assault and harassment and liaise with advocacy organizations;
  - Emphasize safety features within the transit system in public awareness campaigns and produce a film on women's safety in public transit
  - More employment of women as front line workers
  - Develop ongoing training programs on how to respond to issues of sexual assault and harassment
  - Creating a standing user's committee on women's issues, this consisted of representatives of women's organizations, in Toronto.

- TTC accepted the recommendations, set up an internal taskforce with representation from every department to implement them and revised their design standards manual. A Security Advisory Committee was also created to provide advice on the design of stations on the new subway line (Wekerle 2005).

Nairobi

Introduction

Nairobi is the capital city of Kenya and also serves as the administrative centre and economic hub of the nation. Crime in the city is high and perceived to be increasing annually and the issue of security has become the most identifiable criteria negatively impacting on the quality of Iife in Nairobi (Kamau, 2002). Escalating crime and insecurity in the city of Nairobi are hindering social and economic development in the city and severely eroding the city's reputation internationally. These are often linked to institutional weaknesses in formal and informal sectors of society, including the police and justice systems.

UN-HABITAT's Safer Cities Programme established Safer Nairobi Initiative in November, 2000. It is led by the City Council of Nairobi, which supports a city-wide, co-ordinated, comprehensive, and community-based approach to crime prevention and urban safety.

The Safer Nairobi Initiative focuses on four crime prevention pillars - better enforcement of laws and by-laws; improvement of urban design and environment; provision of support to groups at risk, including children, youth, women and street families and community empowerment.

Initiatives/ Projects

- **Citywide Crime Victimization Survey**: In the year 2001, the Safer Cities Programme of UN-HABITAT in conjunction with the Intermediate Technology Development Group-Eastern Africa (a regional NGO), conducted a citywide crime victimization survey. The results of the victimization survey indicated that the incidence of violence against women in Nairobi was high and the violations were perceived as a serious problem. Since then, the Government of Kenya, the Safer Cities Programme, the Nairobi City Council, the provincial administration, ITDG-EA and various stakeholders have been formulating and implementing crime prevention strategies for the City of Nairobi.
- **Planning Guidelines**: In 2006, UN-HABITAT, in partnership with the Nairobi City Council, developed detailed planning guidelines for the city of Nairobi from a safety perspective. A Crime Prevention through Environmental Design (CPTED) approach was followed, giving way to a more holistic orientation including the design, planning and management of public spaces.
- **Safety Audit Toolkit:** Safety audit questionnaires and checklists were developed, and safety audit training of technical officers from city councils of Nairobi were conducted. A Safety Assessment Walk was planned to design an elaborate questionnaire for the development of future safety audits and also for the development of a women's safety audit tool kit, implemented citywide. A group[1] of women, including representatives of women's organizations conducted the safety assessment walk, accompanied by some policy makers, representatives of the Nairobi City Council and the Kenya Police, some members of the business community and the Nairobi City Council, and under the technical guidance of UN-HABITAT.
- **Other Activities:** Various other activities undertaken as a part of the project include training seminars for City Council of Nairobi (CCN) chief/technical officers and councillors on crime prevention, and study tours to similar projects in Dar es Salaam and Montreal, constituency consultations, youth employment focused pilot project , stakeholders consultations involving CCN and: Residents Associations (KARA), Business (KAM), Community Policing Groups (NCBDA), Slum Dwellers (Shelter Forum), Police Stations (Kenya Police), Women Groups (CREAW), Youth (Youth for Habitat). Public Rally to raise project profile and engage city residents in CCN's security-focused initiatives/activities were also undertaken.

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[1] Each group was guided by a map and a number of guiding questions, which they kept in mind as they carried out the exercise. During the walk, the women discussed all aspects relating to the safety and insecurity of the area. Some of the issues were related to lighting, visibility, the environmental surroundings, maintenance etc. the groups then met and held discussions on their experiences and made recommendations for changes in the urban design that will enhance the safety and reduce feelings of insecurity and opportunities for crime.

- The Nairobi City Council committed itself to allocate specific, earmarked budgets for enhancing women's safety, and also develop a 'one-stop' model centre for women. It has also brought together integrated police and prosecution services, accessible judicial services, affordable legal and counselling services, doctor and medical services including capacity to preserve evidence, linkages to the court with ability to obtain instantaneous prosecution orders amongst other services, under one roof.

The Safer Nairobi Initiative reports to having "overwhelming" amounts of requests for support from the community. The project also increased interaction with vulnerable groups, youth, and women from informal settlements, increased sensitization, and an enhanced ability to prioritize local projects.

The Safer Nairobi Initiative noted that safety audits raised the profile of safety as an issue to be routinely considered in any major planning process. It also recommends a great deal of follow-up action and specialized human resources on the part of those conducting the audit in order to receive a positive response.

Transport for London, London

Introduction

London has a population of 8.17 million (Census 2011) over 1583 square kilometres (London Councils 2013). Transport for London (TfL) is a single authority operating London's public transport network and main roads. This includes London's buses, the Tube network, Docklands Light Railway, Over ground and Tram link. TfL also runs Barclays Cycle Hire, London River Services, Victoria Coach Station, the Emirates Air Line and London Transport Museum (TfL, What we do n.d.).

TfL created a Women's Action Plan in 2004, which called for a number of actions to provide a transport system shaped by women's lifestyles. It included discounted fares for part-time employees, since many women tend to be part-time employees, additional research to evaluate the success of providing child-care centres at transit stations, low-floor and step-free buses and upgrading bus stops to ensure that they are compatible with the buses and increase women's participation in its labour force from 22% to 52%, which was in alignment with London's population (Transportation Research Board 2010)[2] TfL has taken considerable amount of measures towards women safety and it has been a huge success.

Initiatives/ Projects

- In 2007, in response to the Gender Equality Act (2006), which required all public authorities in Great Britain to produce a gender equality scheme; TfL published its Gender Equality Scheme 2007-2010. This process involved extensive consultation with 140 women's groups in London (Transportation Research Board 2010).
- Five broad areas were prioritized: accessibility (which includes availability, vehicles integration, barriers to travel and infrastructure), safety & security (which includes improving real and perceived levels of security), affordability (which includes costs and fares), information and employment (which include equal pay, recruitment, retention, flexible working and workplace culture).
- The Greater London Authority's Gender Equality Assessment (Greater London Authority (GLA) 2012) revealed women's status vis-à-vis men in a number of areas. Specifically in transport, it was observed that women were more likely to walk and use buses, but less likely to cycle or use rail, Underground and cars than men (Transport for London (TfL) 2011).
Women aged 25-44 years were likely to make more trips than their male counterparts (Transport for London (TfL) 2009). Women's use of public transport was constrained by their concern for safety,

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[2] By 2005, all London buses were low floor and step-free. The new buses had large designated spaces for wheelchairs and strollers as well as designated areas for packages and groceries. TfL also aimed to complete installation of real-time information on buses, bus stops by the end of 2008 (Transportation Research Board 2010)

especially after dark. Around 25% women compared to 17% men felt unsafe travelling by local buses or the tube, alone at night (Greater London Authority (GLA) 2011).

It was observed that even though women felt safer using minicabs at night than other forms of transport (Greater London Authority (GLA) 2009) (Greater London Authority (GLA) 2010) there were a significant number of cab-related sexual offences, mostly perpetrated by illegal mini-cab drivers (Greater London Authority (GLA) 2012).

- The Annual London Surveys conducted from 2005-2011 revealed that there was a decrease in the percentage of women who felt unsafe using public transport alone at night (GLA n.d.). The number of sexual assaults in London's rail networks had decreased from 55,000 (2005-06) to 41,000 (2010-11). However, those perpetrated against women constituted a majority and had increased from 292 (2005-06) to 392 (2010-11) (British Transport Police 2006) (British Transport Police 2011).
- Concerns were addressed by improving **accessibility** of transport services[3], so that 90 percent of commuters lived within 400 metres of a bus stops and all the public bus fleet were accessible to wheelchair users.
- Public transport was made **affordable** for certain groups. The Freedom Pass provided free transport to people 60 and over.
- Safety was addressed by publishing **"The Right Direction"**, which aimed at working with different police authorities to ensure safe travel door-to-door.
- Around 32 new Safer Transport Teams were created in every borough, including additional teams at the main transport hubs across London, doubling the number of cab enforcement officers, establishing cycle task force and providing funding through TfL to provide 900 British Transport Police across London (Greater London Authority (GLA) 2012).
- An annual **Safer Travel at Night** campaign was launched with TfL, Metropolitan Police Service, Safer Transport Command and the City of London Police to highlight the danger of getting into unbooked minicabs. Further police resources working on this activity were doubled, a dedicated Cab Enforcement Unit established, 1250 arrests made for cab offences (Greater London Authority (GLA) 2012), create a one number taxi booking service and provide local travel information on boards at clubs and pubs (Smith 2008).

TfL's Women's Action Plan and Gender Equality Scheme are considered the most comprehensive efforts by transport operators to respond to the needs of women's riders (Transportation Research Board 2010).

Women Friendly City Project, Seoul

Introduction

Since the Fourth UN World Conference on Women in Beijing (1995), Korea has been making efforts to integrate gender perspectives into policy and programs. It introduced a gender impact assessment in 2004, which was adopted as the Gender Impact Assessment Act in 2011. This applied to all laws and projects undertaken by national and local governments. Existing guidelines were revised to ensure that GIA were undertaken for any new government activity. The results were to be incorporated in the following year's budgets. The Korean government introduced gender responsive budgeting in 2010, which was expanded to local governments in 2013 (OECD 2014).

Within this context, the Seoul Metropolitan Government introduced the Women Friendly City Project in 2007-2010 with the objective of making the city a place where women could be happy and comfortable (Seoul Metropolitan Government 2009). It was based on the premise that city-level policies considered a physically sound male without children as the normative citizen. As a result, urban places were constructed around their needs. Hence it aimed to see the city from a women-centric perspective, identify an3009d address the challenges that women faced in accessing public transport, public health facilities, streets,

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[3] Only the improvements in the public bus system are discussed here as these might be more relevant to the project.

parks, cultural facilities etc. These issues were typically not addressed at national policy levels and the project aimed to expand the scope of women's policy into urban life (UN-Habitat 2008). The project was divided into five major objectives of a Caring, Active, Prosperous, Safe and Convenient Seoul. Over 90 projects were proposed under these five themes.

The Women and Family Policy Bureau is the nodal agency for coordinating implementation across sixteen agencies / institutions within the Seoul Metropolitan Government. Each office selected projects to integrate a gender perspective, create four year specific action plans with the women's policy department and report results to the Mayor every quarter. There was an annual evaluation of the projects and prizes are granted by the government to exemplary cases in each of the five categories. Finally, each district was encouraged to set up a WFCP contextual to its region (UN-Habitat 2008).

Initiatives/ Projects

- A matrix was created to identify the needs of a wide group of women in Seoul. The tool helped identify 15 groups that might not be catered to by existing policies and identified their needs. Additionally, guidelines were for women-friendly restrooms, parking lots, parks, roads and residential complexes and granted certifications (Seoul Metropolitan Government 2009).
- **Caring Seoul** supports social minorities and the child caring responsibilities undertaken by women. The child-care projects include increasing the number of public child-care centres, utilizing newly-built or closed government office buildings for these and increasing the number of dual-use facilities as public child-care centres and resident administration centres. It also includes aiding health insurance fees for children in child-care centres and installing child-care facilities like breast-feeding rooms, day-care centres as well as rest rooms in public places, cultural facilities, subway stations and government offices. The metropolitan government established 21 public child-care facilities in 2007 in Seoul[4].
- The **Work-conducive Seoul** policy aims to encourage economic activities, provide education and support programs for women. The project introduced provides on-line education programs for female business starters like the "mom-preneur" business schools. Additionally, it provided child-care services for women in job training programs, offered more child-care leave in the public sector and a flexible working hour system for government officials.
- The **Prosperous Seoul** policy focuses on improving women's access to cultural and leisure opportunities. It includes making women-friendly cultural facilities by increasing women's rest rooms, establishing day-care centres and breast-feeding rooms in key institutions and flagship projects. Further, 30% of classes on cyber information education were assigned for women and children. The project also aims to set up web portals that provide comprehensive information about welfare, education, employment, cultural events and childcare information for women.
- The **Safe Seoul** policy aims to facilitate women's safety through design of flagship residential complexes (for example, New Town Construction Project). Further, the policy focuses on ensuring safe travel for women at night, including women-only and women-driven taxis with an option to send information about the taxi to their family members through cellular phones. It is also planning a 'daily-life safety experience program' that enables women to prepare for emergency situations. In addition, it conducts research on the impact of urban pollution on women and provides solutions.
- The **Convenient Seoul** policy aims at making the city convenient for women. Online surveys indicated that women experienced most inconvenience in public restrooms, public transport, driving and parking, sidewalks, parks and public buildings. The numbers of toilets were increased in female restrooms in subway stations, new performance centres, stadia and parks. Additionally public rest rooms included diaper-changing tables, CCTV cameras and emergency bells at entrances along with improved lighting.
- **Infrastructure makeovers -** The government designated parking lots for women in public parking zones and improved lighting, installed more CCTV cameras and emergency bells in underground parking lots. It lowered the height of the sidewalk ledge, installed hump-type crosswalks, laid minimum

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[4] The policy supports social minorities - the elderly, the homeless, the disabled, migrant women and single-parent households – through 'voucher plans for care givers for the elderly', 'establishment and operation of rehabilitation centres for the female homeless', 'support for children with disabled family members', and 'support for school meal helpers (UN-Habitat 2008).'

guidelines for street lighting at 30 lux and created resting areas separate from pedestrian walkways. The stabilizing handles in buses and subways were lowered and public transport facilities were made universally accessible. Installation of ticket gates for baby carriages in subway stations. Public parks included amenities such as nursery rooms, lost children protection rooms, emergency phones, CCTVs and improved lighting.

- The city planning committee included more women committee members to encourage women's participation in policy-making. A pilot project including the facilities mentioned above was executed in Magok district.

The Citizen's Evaluation of Administrative Services revealed that the percentage of women satisfied with the intervention increased from 68.2 percent in 2007 to 83.2 percent in 2008; and those who felt safe increased from 46 percent in 2007 to 70.3 percent in 2008.

Reports

PLANNING AND DESIGNING TRANSPORT SYSTEMS TO ENSURE SAFE TRAVEL FOR WOMEN, Geetam Tiwari — Discussion Paper 2014-04 — © OECD/ITF 2014

Focus

Data from two cities Vishakhapatnam and New Delhi have been analysed to compare travel patterns of men and women. The paper concludes with possible interventions required to ensure safe and secure travel of women at land use planning level and street design level.

Findings

- Vishakhapatnam is the second largest urban agglomeration in Andhra Pradesh with a population of about 1.73 million (Census, 2011). 62.7 % of men make their trips for the purpose of work while only 11% of trips by women were for work Trips to places of worship (49%) and educational institutes (38%) made up for the majority of trips made by women. While the proportion of work trips among women increased with increase in income and share of religious trips decreased.
- 71% of all trips made by women in Vishakhapatnam were by walking. Bicycle trips are more among men than women across income categories.
- Survey done among low income household in Delhi show similar patterns with women more dependent on walking than men and less dependent on cycling and buses as a mode.
- Similar trends were also reported on studies conducted in Chennai in 2006 and Delhi in 2001.

The following conclusions were drawn in the study

- Women are more dependent than men for walking, irrespective of the income levels.
- Travel distances for women are generally smaller but the travel times are similar for both genders indicating 'higher spatial accessibility' for men.
- Land use planning projects which shift poor to the periphery of the city has a huge impact on accessibility to work opportunities for poor households. The impact is felt disproportionately higher by women of the households who have access to lower disposable incomes.

REPORT OF THE COMMITTEE ON AMMENDMENTS TO CRIMINAL LAW, JANUARY 2013, Justice J.S. Verma (Retd.), Justice Leila Seth (Retd), Gopal Subramanium

- "As a fundamental requirement, we strongly opine that the State should undertake the task of providing well lit roads, streets and other common spaces to the citizens. It is nothing but common sense that crime hides in darkness and eradication of darkness is an easy way to eradicate crime."
- "…That lack of proper sanitation facilities also contribute to the commission of sexual crimes against women. Especially during the night hours when women have to go out of their houses to use sanitation facilities and these moments are abused by anti-social elements. Thus, there is a need to address the issue of provision of adequate sanitation facilities in villages and urban areas urgently."
- "For the reasons afore-stated, we prohibit the use of black films of any VLT percentage or any other material upon the safety glasses, windscreens (front and rear) and side glasses of all vehicles throughout the country. The Home Secretary, Director General/Commissioner of Police of the respective States/Centre shall ensure compliance with this direction. The directions contained in this judgment shall become operative and enforceable with effect from 4th May, 2012."
- All public transport vehicles which move after 5:30 pm until 7:30 am, every transport vehicle must have a security person.
- "The public transport vehicles must be increased, whether rural or urban areas and it is the state's responsibility to make sure that there is adequate means of transport which will increase the level of security in respect women both during the day as well as night. "

- In metropolitan towns the public transport vehicles must be
  - Well lit during the nights
  - Must have the drivers who are security vetted.
  - For vehicles plying between 5.30 pm and 7.30 am in the morning, it is necessary that either a male or a female constable riding the bus in order to prevent any possibility of an assault on women.
  - Display of bus numbers along with Name, age and address of the driver along with photograph and contact number
  - CCTV cameras- t will be the duty of the constable (male or female) who is travelling in the bus to ensure that the CCTV is not tampered.
  - Tamper a proof GPS system which is connected to central monitoring system to monitor if there is a deviation of the bus from the allotted route. The committee strongly emphasizes that the judgement passed in *M.C. Mehta Vs. Union of India* [5]
- The local police should have a complete database of information regarding such personnel. Every State Government must have a computerised database with details of –
- It is necessary to have simple helpline numbers which can be dialled by the passengers whenever in need. Downloadable mobile applications may be developed so that citizens on one click can send signals to the police.
- Physical location of safe spaces should be centrally located with public services in close proximity and connected by public transport.

Gender and Urban Transport: Smart and Affordable (A Sourcebook for Policy-makers in Developing Cities), September 2007)

Focus

This source book for policy-makers in the developing countries discusses about the gender and urban transport go hand in hand and how can the urban transportation system in the developing countries can be made smart and affordable. Key Gender issues were highlighted.

Findings

- "The travel patterns are said to be one of the most clearly gendered aspects of life (Wachs, 1996)"
- "Women in urban areas usually tend to take more and shorter trips at more varied times. These trips are more expensive in terms of time and money."
- "Women make more off-peak trips, travelling to more disperse locations. Women are associated with their reproductive work in maintaining the household. When they travel they tend to have multiple purposes and multiple destinations within one trip."
- "Women require low-cost, reliable, and consumer-friendly, flexible, door-to-door service with many route options to meet their needs. Men's travelling patterns are much more linear which are mostly origin-destinations centred on employment."
- "Women have a lower incidence of vehicle use, and a higher incidence of walking."
- "Women prefer more flexible service and have harder time during boarding and alighting, because either they travel with children and packages or because the steps are too steep."
- "Overcrowding becomes a security issue for women as it leads to groping and inappropriate behaviour.""Women are exposed to more vulnerability in terms of use of public space and this affects how they use public space, including transport."

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[5] (1997) 8 SCC 770

Gender and Sustainable Urban Mobility, Thematic Study prepared for Sustainable Urban Mobility: Global Report on Human Settlements 2013, Deike Peters

"Women's travel patterns are different from men's and these differences are characterized by deep and persistent inequalities. Within any given urban setting, women have inferior access to both private and public means of transport while at the same time assuming a higher share of their household's travel burden and making more trips associated with reproductive and caretaking responsibilities"- (Peiters, 2013)

Focus

The focus is to understand the trends and conditions of gendered travel patterns and their transportation usage, differentiated by different travel modes. Particular focus was given to the Gendered perspective on various kinds of public transportation systems and highlights the impacts and challenges of that particular mode of transport system and attempt to derive some key recommendations made in the study to incorporate in the objective of the project.

Findings

- "Women travel shorter distances to work as well as other miscellaneous household's related work as compared men in rural as well as urban setting."
- "Women are typically seen travelling for getting children to and fro from school, and other miscellaneous household related tasks like shopping, medical visits, elder care or children's after school activities"
- "Even, High instances of maternal mortality due to pregnancy related complications are directly linked to poor women's non-access to reliable, on-demand motorized transport."
- "The study clearly points that in developing countries like India, access to both motorized personal and public transport is less available particularly in the low income groups, the sustainability and desirability of relying on non-motorized transport needs to be somewhat questioned, especially in contexts where excessive walking puts a heavy physical strain and time burden on women who are already income and time poor."
- "Women' dependence is often on informal mode of transit like cycle rickshaws, auto rickshaws in Asia because of the affordability and convenience factor. Since women make a maximum number of multiple trips along their origin and destination, they can stop where ever they want through these kinds of transport."
- "Safety and security in public transport are crucial issues which disproportionately affect women. Women are frequently subject to unwanted sexual contact in during public transit." The study also points that women's access to the overcrowded public transport may be additionally constrained in contexts where preferential boarding practices for men results in women being left behind. Instances like sexual harassment touch and pushes to women in such overcrowded vehicles highly take place.
- Older and low-income women mostly make and prefer their trips during the off-peak hours and perform various households related tasks like shopping, getting children from school, groceries etc.
- Informal motorized is an essential but an inferior mode of transport as compared to the formal mode of transit options. Overcrowding and unsafe riding conditions, unregulated fares, harassment, and preferential boarding and alighting is largely given to male passengers. It provides important, flexible yet illegitimate services to poor and middle-income urban residents in settings where formal services do not exist.
- Designing of Gender sensitive transit and transport infrastructures, introducing of women only public transport vehicles, family and women only parking spaces, Gendered balanced public signage, increasing of women employment/staff in transport are some of the key observations which the study points out.

Lessons/ Learnings

Infrastructure, usage of space and the nature of social institutions and policing are the prime factors governing women safety in public transport. The presences of certain environmental features in the

transportation setting (e.g., bus stop, train platform, parking structure) are generally associated with greatest fear. These features include darkness, desolation, lack of opportunities for informal surveillance by the general public or the residents of surrounding establishments, lack of maintenance, and poor environment quality (Atkins 1989) (Valentine 1990). Thus it is important that public transport safety must be guaranteed during the whole length of the trip i.e. on vehicles, during the waiting time, and on the routes of access to stations and stops. Every access should be checked and improved. Planning and designing safe transport systems for women therefore requires intervention at three levels viz. land use planning, street designs and public transport infrastructure (Geetam Tiwari, 2014).

Given below is the summary of important lessons drawn from the case studies and literature reviewed.

Vehicle Design

Verma Committee Report on amendments to criminal law, January 2013, advocates the importance of public transport vehicles being equipped well enough with technological modifications like installation of CCTVs and GPS devices, to track the movements of the vehicle along the allocated route and keep an eye on the anti-social activities especially against the women inside the bus while travelling.

Help Lines

Also complementing women's helpline with making available this information on all buses along with provision of paid phones on bus stops is seen as holistic measure that helps to make the overall service safer for women. Having an integrated helpline which gives maximum importance to calls on sexual harassment is a great initiative taken by BMTC, Bangalore in this regard.

Infrastructure

Absence of a public culture and domination of public spaces by men heighten women's sense of insecurity. Insecurity and fear however define how women negotiate public spaces both during the day and night. Furthermore, time, place and purpose determine women's access to public spaces (Safe Delhi Campaign, New Delhi).

Design of public transport infrastructure which includes access to public transport stops, the design of the stop, vehicle design should strictly be safety and security compliant. Lighting, good design, visibility at stops and stations are some of the crucial components which create a feeling of security. Often crime takes place in the dark; therefore also, it is necessary to make the public places facilitated with bright street lights.

Street Design should also be looked in from the safety perspective. Importance should be given to pedestrians and cyclists, the two most vulnerable road users. Provision of better pedestrian facilities and ensuring presence of street vendors (to improve social security) are among the key measures that should be focussed.

Cities like Seoul have created manuals (guidelines) for restrooms, parking lots, walkways, parks, etc from safety perspective, with public buildings and facilities serving as benchmarks. Certification or a "women-friendly facility mark" is awarded to excellent facilities following an on-site inspection. Use of incentives to promote women safety is another initiative under Seoul's Women Friendly City Project.

Scheduling

To ensure safety after dark, every public transport vehicle which plies between 5.30 pm and 7.30 am should have a constable (male or female) in the vehicle. This suggestion by Verma Committee, 2013 is particularly important given that time plays an important role in determining how women access public transport.

Interdepartmental Coordination

It would be most effective if the public transport agency coordinated with the local police to ensure that action is taken against offenders. Making available patrolling vehicles which conducts random checks on

buses especially during the night and having special police vehicles which can respond to cases of harassment of women reported either by the bus personnel or the passengers on the helpline number can ensure that the use of public transport agency will be safer for woman.

Trainings

Training of staff and sensitizing them about women issues plays a very important role in ensuring safety of women passengers. Steps have been taken to make the bus personnel aware of women harassment and gender sensitization in multiple cities like Mumbai. Staff welfare activities also hold importance in this regard.

It is equally necessary to ensure that there are standard procedures to be followed and that the staff be trained about it. For this, involvement of different stakeholders is very important. For e.g. coordination with the Police is important to ensure action will be taken against offenders. Furthermore, the need of taking immediate action requires a direct connection between staff, the operational centre and the police. Similarly, partnership with women's advocacy organizations and commuter's forums can play an important role in ensuring better services for the people.

Safety Audits

Safety audits are a helpful tool to evaluate space from the perspective of those who feel unsafe and lead to improvements that reduce the risk. This has been extensively used in Delhi to evaluate safety of different public spaces. They act as a useful tool linking safety, design and planning and can greatly help in increasing awareness on violence against women and other vulnerable groups. However, Special attention required while carrying out safety audits in informal settlements, which have different planning standards and designs as compared to formal neighbourhoods. Involving stakeholders such as women's advocacy groups and police can further help in obtaining better results.

ANNEXURE 3 – SAFETY AUDITS

Introduction

In order to assess the safety and security of the routes and the bus stops located along them, Safety Audits of the selected pilot corridors and bus stops along these routes were conducted by means of a mobile based application called 'Safetipin'.

Safetipin is a map-based mobile phone application. It consists of a set of 9 parameters that together contribute to the perception of safety. The nine parameters include - lighting, openness, visibility, crowd, security, walk path, public transport, gender diversity and feeling of safety. Each of the nine parameters shows four options to choose from. Each option is given a rating from '0' to '3', less rating is indicative of lesser safety. Once all parameters have a selection, the Audit screen has a different look, where the extent of yellow indicates a higher score within an option. After pinning the location and adding photographs and comments (optional), this can be uploaded. Each audit results in a pin on the specific location where the audit was performed along with the time and date of the audit. Every audit is denoted by three different colours depending on the input: Red is for unsafe, amber for less safe and green for safe.

Methodology

These audits were conducted along the 8 selected pilot corridors of the city. These included 2 standard bus routes and 3 minibus and tata magic routes each. On each of the selected corridor, audits were made at each 150 metre distance and at all the bus stops falling along the route to study and understand the safety concerns and issues. Thus, audits were conducted more in the form of a line survey. The process and distance of each of the next audit location was so selected because it is estimated that that the scenario both in terms of perception and infrastructure provision changes at distance of around 150-200 metres. Hence audits were done at each 150 metres to capture the situation at each of the given location and point of audit. In this manner a total of 845 safety audits were conducted across the city, this includes the audits of the bus stops as well.

For the purpose of carrying out the audits, 2 students were selected, one of them being essentially a female student. Hence, at each point along the corridors and the bus stops two audits were conducted so as to have evident results.

Based on the average scoring of each of the audit conducted which is out of 10, bus stops along each of the selected pilot corridors were classified under 3 sections i.e. unsafe (scoring less than 3 out of 10), less safe (scoring between 3-7 out of 10) and safe (scoring more than 7 out of 10).

Apart from this 10 stretches along the selected corridors with least safety score were also identified. These were areas with rated lowest in terms of the 9 safety parameters.

Findings

Suggested stretches- Immediate Action

Three stretches which scored the least on Safety audits conducted on Public transport routes in the city using the Safetipin audits are listed below.

1. Kasturba Nagar Bus Stop to Ayodhya Nagar Bus Stop including stretch from Vijay Market Bus Stop to Barkhedi
   Route: SR5 & MB 5
   Length: 9.00 km.

2. Civil Hospital bus stop to SBI Chauraha bus stop
   Route: TR1 and SR5
   Length: 5.21 km.
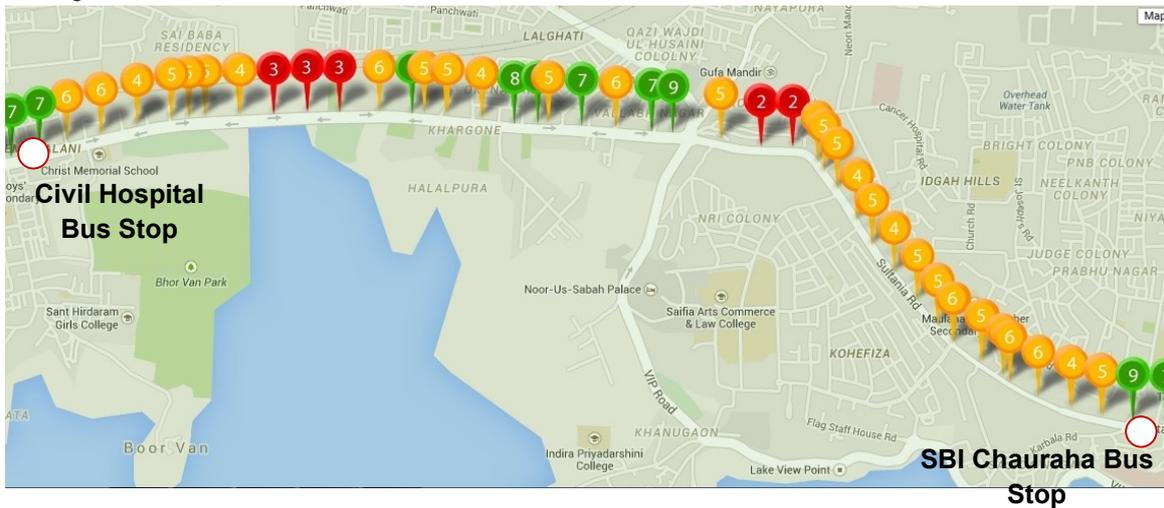
3. Airtel Office, Malviya Nagar to DB Mall
   Route: SR5
   Length: 3.56 km.

Priority Bus stops

List of priority bus stops is given below. The bus stops listed under priority 1 are the ones which scored less than 3 out of 10 on the safety score parameters i.e. were marked in red pins. The bus stops listed under priority 2 are the ones which have scored between 3 to 7 out of 10 and were marked by amber pins.

Priority 1 bus stops

1	Prakash Tarun Pushkar Bus stop	TR1
2	Kasturba Hospital Bus Stop	SR5
3	Carrier College Bus Stop	SR5 & TM1
4	Sanchi Dairy Bus Stop	SR5
5	Piplani, Sector C, BHEL	MB5 & TM1
6	Allahabad Bank Bus Stop	MB5 & TM1
7	Old Subhash Nagar Colony, Raisen Road	MB5 & TM2
8	Hoshgabad Road	MB7 & MB11
9	Hoshgabad Road	MB7 & MB11
10	Jail Road, Zone 1 MP Nagar	MB7 & MB11

Priority 2 bus stops

S.No.	Bus Stop	Route
1	Aakriti Eco City Bus Stop	TR1 & MB11
2	Ishwar Nagar Bus Stop	TR1
3	Kamla Park Road, Talaiya	TR1, SR5& TM3
4	GRP Colony, Zone-II, Maharana Pratap Nagar	TR1, MB7& MB11
5	Pump House Bus Stop Bairagarh	TR1,SR5,MB11& TM3
6	Tilak Nagar Bus Stop	TR1& MB11
7	Halalpur Bus Stop	TR1, SR5,MB7 ,MB11& TM3
8	Main Road 1, Nishat Colony Bus Stop, Arera Hills	TR1 & SR5
9	Char Imli Bus Stop, Bittan Market	TR1& MB11
10	St Hirdaram Chouraha Bus Stop	TR1,SR5,MB11& TM3
11	Sundarvan Garden Bus Stop	TR1, SR5,MB11& TM3
12	Collectorate Bus Stop	TR1, SR5, MB7,MB11& TM3
13	Rohit Nagar Bus Stop	TR1& MB11
14	Bhim Nagar Slums Bus Stop, Arera Hills	TR1 & SR5
15	Housing Board Colony Bus Stop, Kohefiza	TR1 ,SR5,MB11& TM3
16	Bairagarh Bus Stop	TR1 ,SR5,MB11& TM3
17	Vijay Nagar Bus Stop, Lalghati	TR1 ,SR5,MB11& TM3
18	Sultania Road, Kohefiza	TR1 ,SR5,MB11& TM3
19	Sai Board Bus Stop	TR1
20	Red Cross Hospital Bus Stop	TR1 & SR5
21	Civil Hospital Bus Stop, Bairagarh	TR1 ,SR5,MB11 & TM3
22	Lalghati Bus Stop	TR1 ,SR5,MB11 & TM3
23	Anna Nagar Bus Stop,Service Road, Zone-II, Maharana Pratap Nagar	TR1 & MB11
24	BHEL Bus Stop	SR5
25	ISBT Bus Stop, Habib Ganj	SR5
26	Lily Talkies Bus Stop, Sultania Road	SR5

27	Kasturba Bus Stop, Anna Nagar Slums	SR5
28	Itwara Road Bus Stop, Peer Gate Area	SR5
29	PHQ Lal Pared Bus Stop, Jahangirabad	SR5
30	Peer Gate Area Bus Stop	SR5,MB7& MB11
31	Govindpura Industrial Area Bus stop	MB5& TM2
32	Bima Hospital Bus Stop, Sonagiri	MB5
33	JK Road Bus Stop, Raisen Road	MB5 , MB7& TM2
34	Old Subhash Nagar Colony, Govindpura	MB5& TM2
35	Junior LIG Colony bus stop, Pul Bogda Road	MB5 , MB7,MB11& TM2
36	Indrapuri bus stop,Raisen Road	MB5
37	Pul Bogda Road bus stop,Kewra Bagh	MB5 , MB7,MB11& TM2
38	Raisen Bridge bus stop, Gurunanak Pura	MB5& TM2
39	Pul Bogda Road bus stop, Jahangirabad	MB5, MB7,MB11& TM2
40	Morarji Nagar bus stop, Raisen Road	MB5 & TM2
41	Bhel 1 No Gate Bus Stop, Sector B, Indrapuri	MB5
42	Habibganj, Hoshangabad Road	MB7
43	E-3, Arera Colony bus stop, Obedulla Ganj Road	MB7
44	Akashganga Colony Bus Stop, Shahpura	MB11
45	Shahpura Bus stop	MB11
46	Govindpura Thana Bus Stop	TM1
47	Patel Nagar Bus Stop, NH12	TM1
48	Gandhi Market bus stop, Piplani	TM1
49	Anand Nagar bus stop, Raisen Road	TM1
50	Chetak Bridge Bus Stop, MP Nagar	TM1
51	Ratnagiri Bypass Bus Stop, Raisen Road	TM1
52	Ibrahimpura Bus Stop	TM3

Scoring

Safety Audit Rating

Route/ Parameter	Light	Open	Visible	Crowd	Security	Path	Transport	Gender Usage	Feeling	Avg. Score	Weighted Avg. Score
MB11	0.82	0.87	0.93	1.08	1.04	1.36	0.98	1.05	1.10	1.00	1.00
MB5	1.01	0.94	1.06	1.17	1.12	4.18	0.97	1.07	1.06	1.04	1.04
MB7	0.90	0.93	0.95	1.02	0.95	1.06	1.00	0.95	1.05	0.98	0.99
SR5	1.02	1.01	1.09	1.04	0.94	1.19	1.11	1.00	1.06	1.05	1.04
TR1	0.74	0.87	0.94	1.04	1.01	1.48	0.93	1.01	1.12	0.97	0.97
TM1	0.82	0.73	0.91	1.04	1.28	1.77	0.81	1.14	0.86	0.90	0.90
TM2	1.01	0.99	0.98	1.05	0.95	1.46	0.99	0.86	1.10	1.00	1.01
TM3	0.86	1.00	1.20	1.07	1.04	1.02	1.01	1.06	1.10	1.02	1.01
AVG	**0.89**	**0.91**	**1.00**	**1.06**	**1.01**	**1.25**	**0.98**	**1.00**	**1.06**	**1.00**	**1.00**
AVG TR1/SR5	**0.85**	**0.94**	**1.01**	**1.04**	**0.97**	**1.35**	**1.01**	**1.00**	**1.09**	**1.01**	**1.01**

Tata Magic Route 1 has scored least amongst all the selected routes followed by TR1 and MB7. Both have scored least for lighting, openness and visibility.

Average Audit Parameters

Audit Paramers Radar
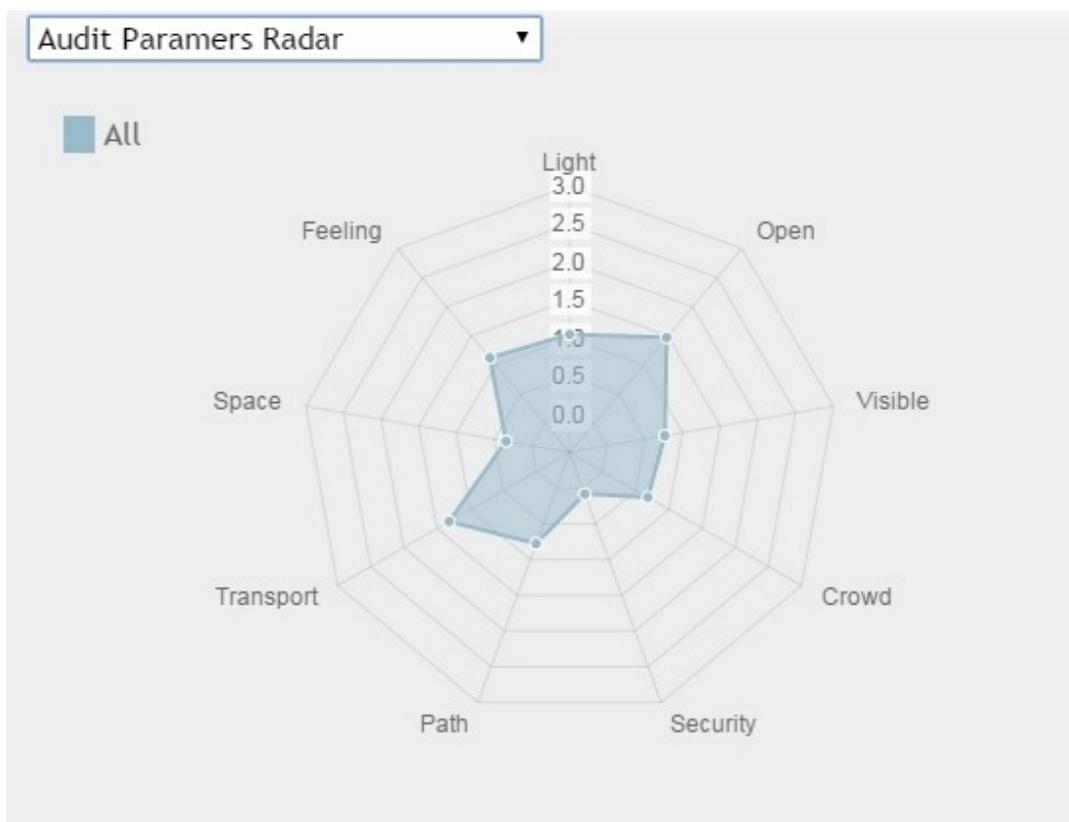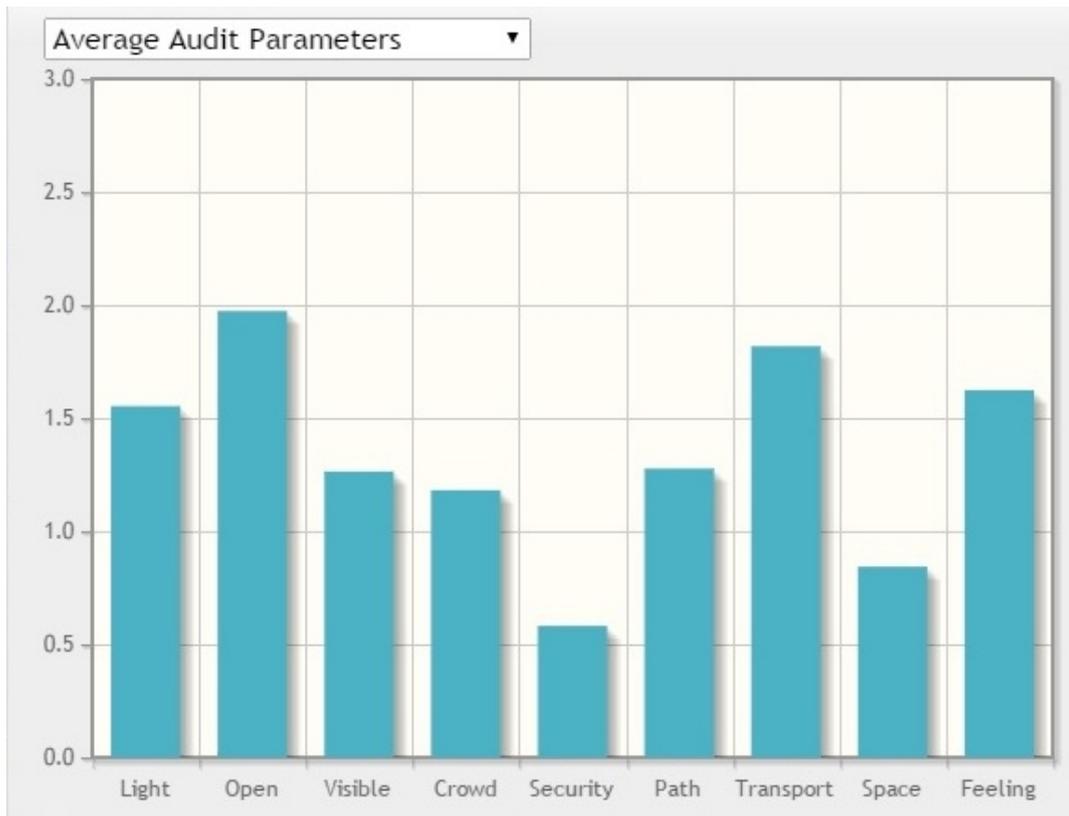
Security has been rated lowest across all modes by both men and women followed by gender usage and walk path. This shows that there is absence of security both public and private which takes away from the safety of the place. Also the gender usage as per the audits is not diverse i.e. there are more men in sight as compared to that of women. Absence of proper walk path also was highlighted in the audits.

ANNEXURE 4 – DRIVERS AND CONDUCTORS TRAINING

Objective of training

The primary objective of the training was to create awareness among participants about gender based violence and making them responsible and sensitive about rights and safety of women. Following points were emphasised during the training.

- Make the drivers and conductor more sensitive towards women passengers.
- To explain the legal accountability and responsibility of conductors and drivers against gender based violence.
- To discuss the steps to be taken to make public transports safer option for travelling.
- To make the employees of public transport more aware and responsible about women rights.
- To make drivers and conductors aware about gender discrimination.

Process

- **Group Discussion**
- **Role play**
- **Film screening**

Activity Details:

- Introduction of participants

Participants were asked to introduce themselves. This was done to get the basic information of the participants like how long have they been working with organization, where have they been working before, reasons of switching, place of residence etc.

- Introduction of programme and expectation mapping of participants

The basic purpose of the training was explained to the participants, information about their expectations from such trainings was also gathered under this activity.

- Key objective of the programme

This activity was concerned with detailed objective sharing and explanation of the training module and taking consents from participants for the same.

- Thematic session: Myths & facts on violence

All the participants were divided into two groups and were given a situation where they had to identify the violation of rights and violence in bus and a Power point Presentation on myth and definition of violence was shared with the participants after wards to clear their doubts that arised from the thematic session.

- What's your experience about the violence in bus (any incidence which you have seen?)

Participants were asked to share their experience / particular event of violence and their response during those events. This was done to understand their response mechanism towards such crimes in buses. Prior to this a few minutes were given to them to recall their experiences.

- What is sexual harassment: perception, legal ground, punishments, and duty of driver /conductor

Message was given by means of short films that were shown to the participants, which was followed discussions on what the participants understood from the movies and what learning/message they thought was there in it. For explaining the legal grounds presentation was made to them.

- How we will deal with sexual harassment: our role and challenge

This activity was focussed on understanding the key challenges faced by participants while dealing with harassment and teasing incidents on the bus. Following this they were given information on how should they deal and handle the same. Police was invited to give information on what are the safest ways of handling such situations without disturbing other passengers and also on the legalities involved.

- Way forwards: How we behave with women passengers

Short movies were shown to the participants and tips and messages from resource persons were shared. Participants took oath to ensure safe travel for women in their buses.

Discussion (Ist Round)

Concerns of Participants

During the training it was asked to the participants that what kind of incidence of eve-teasing and sexual harassment takes place in their buses.

- Participants replied that usually these sorts of incidence don't take place in their transport, but seldom it occurs and we protest it instantly.
- Many of male passengers occupy the females reserved seats and when they asked to leave they start arguing.
- It has also been seen that some women/ girls want to sit with their male friends or companion if they are prohibited to do so they also starts debating.
- Usually females cover their faces and we can't recognize them, and if any mishap occurs to them we are helpless and unable to do anything.

- Sometimes pick pockets try to steal goods of passengers or women if we stop them, there is a risk of get attacked by pick pockets, and police is also reluctant towards such incidents.
- Police also believes that we are the sole responsible for any criminal activity that takes place in our buses and police department harass us.
- Even company does not support us in such incidents.

Inputs by Resource Person (Trainer from SANGINI)

- It was said by resource person that if any harassment or misbehaviour occurs inside the public transport than under public transport than under the legal procedure of law the conductors and drivers are totally responsible that why they cannot ignore such types of incidents .
- They focused on fundamental rights of women, which are enshrined in the Constitution of India from Article 12 to article 35.
- They focused on difference between gender and sex, sex is biological and but gender are social phenomenon which is created by society.
- It is clearly enshrined under article 354 of Indian Penal Code that if a male tries to touch a females without her consent or comments her or gazes her then he will be chargeable   of Crime against Women .The culprit can be imprisoned minimum up to 3 months and maximum up to 3 years of imprisonment .

- We are obliged to secure women in public transport as we can stop other passengers to do there is a provision that if conductors or drivers are involved in such activities they can be charged under section 354 of Indian Penal Code.
- We have to pay due attention and aware ourselves that there would no such incidents or harassments occur against female passengers and will try to safeguard them if these kind of incidence happens.

During this discussion the participants express that we are a responsible citizen and it is our responsibility to respect the dignity of women.

Discussion (2nd Round)

Concerns of Participants

During the training problem participants shared their problems which are as follows:

- If we stop the passengers not to misbehave or not to sit on reserved seats they start argue and violence and it is concern of our and security of other passengers also
- In cases of misbehaviour and sexual harassment on public transport we are helpless from police department.
- We have a fixed route for running our buses in case we stop any goon to our transport they may attack with their criminal friends.
- We do not get support from our company.
- There are many places where passengers refuse to pay the fixed fare and they start arguing and start mentioning their relation with police officers or ministers.

Inputs by Resource Person (Trainer from SANGINI)

After listening and understanding the concern o participants, resource person said that:

- If any passenger misconduct or misbehave with female passenger we will take our transport to the police station and report to the available officer.
- It is our duty that if we are away from police station then we will report to patrolling party of police department
- The resource person came from the police department trained the drivers and conductors the tactics of self defence when it is require and if somebody attacked them.
- If any person intentionally attacked the bus conductor or driver, report to the nearest police station. Police will take immediate and strict action.
- Regarding the regular bus route, it would be helpful to know about the local offenders or criminals and we would not let them to enter into our buses.
- The moral is we will have to pledge and protest that we will oppose such criminal acts and secure women and we should be committed to them.

Role play:

A role play program was organised .All the participant participants were dived into 3 three groups and they were supposes to invite the female passengers explaining the quality and special features of their buses along with the suitable reason that why a woman should use their transport for the journey.

The participants discussed the topic among themselves after the 'role play' and the following points came out:

- Our bus is safe for the transportation
- Our bus Service is punctual and always run on time.
- We don't let anyone to bug /inebriate in our transport.
- It is our responsibility to take you safely to your destination

- We have reserved quota of seats for women.
- We have fixed bus fare /tariff.
- We won't let anyone to misbehave with women passenger.

This role play was based on what participants think about women's safety and none of participants raised the point of safety during the role play but they were only concerned about time taken, speed limit and less fare of their buses.

Film Show

Clippings on violence against women and eve-teasing in public transports were presented before the participants and the scenario was discussed with them along with the solution of these problems. They actively participated with proper involvement in the activity. Some views were shared by the participants too. The name of the movie was *"A step ahead", "That after every day" and "Zor se Bol".* These two film clippings sensitize them towards the striking issues of female passengers.

Commitment by participants

In the last session of workshop the drivers and conductors were asked about the steps for betterment and making the journey safer. Their answers were as follows:-

- Seats allotted to women will be kept reserved
- Men will not be allowed to stand near the reserved seats
- Conductors will not be allowed to incline on reserved seats while collecting fare.
- We have a speed limit, and we will maintain it.
- We will stop any kind of misbehaviour towards women passengers.
- We will stick the bills mentioning women rights
- We would not hesitate in calling police in calling the police if necessary.

Feedback Form's Responses by Drivers and Conductors Before and After the Training Session:

Questions	Before training		After training	
	Yes	No	Yes	No
Do you think the short dresses wore by women is the primary reason behind eve –teasing	80 %	20%	15%	85%
Is only Police obliged women safety	50 %	50%	20%	80%
Ensuring women safety and maintain her dignity should be the duty of every man	85%	15%	100%	00%
Our duty is to maintain the time table of buses not to protect the passengers	65%	35%	00%	100%
The driver or conductor is not responsible for any mishap in their transport	60%	40%	00%	100%
Women should not travel alone at night for their own safety	75%	25%	10%	90%
One big reason behind eve –teasing is weakness of women	35%	65%	05%	95%
Police always harass bus conductor and driver for any incident in their transport	90%	10%	20%	80%
I know my duty in any case of eve-teasing and harassment	30%	70%	90%	10%
Outcome	20%	80%	100%	00%

Training Schedule

Time	Activity	Process detail	Expected out come	Method
10 Minutes	Welcome and registration	In written/ format	List of participants for record	One by one
20 Minutes	Introduction of participants	Participants ask to introduce themselves. Requested them to provide little bit more about their background too.	Understanding and profiling of participants.	One by one. In the front of dice
10 minutes	Introduction of programme and expectation mapping of participants	Ask to the participants	Understanding and exclusion of participants concerns and expectation in the programme.	In chart paper by facilitator
10 minutes	Key objective of the programme	Objective sharing and taking consents from participants	Trust building about the programme and giving ownership to all	Reading from the chart and taking consents
60 Minutes	Thematic session: Myths & facts on violence	Divide participants in two groups and give them two situation where they have to identify the violation of rights and violence in bus Power point Presentation: myth and definition of violence	Participants able to identify the rights of passengers and can be sensitive towards violence.	Role play and debriefing , followed by Open discussion
60 Minutes	What's your experience about the violence in bus (any incidence which you have seen)	Provide time to participants there they can recall and share their experience / particular event of violence and their response	Understand the key personal value of the participants and recognise their effort	Sharing and appreciation
Lunch break				

60 minutes	What is sexual harassment: perception, legal ground, punishments, duty of driver / conductor	Case presentation and discussion PPT presentation	Increase Knowledge and awareness of participates about the existing law and their duty	Case study, discussion, presentation
30 minutes	How we will deal with sexual harassment: our role and challenge	What are the key challenge they face during the dealing with harassment / teasing / misbehave What can they do in these situation	Understanding the practical situation / problem of drivers , when they intervene in real situation and collective agreement on slandered response	Individual sharing and open discussion
20 Minute	Way forwards: How we behave with women passengers	Given some tips and model role Oath taking	Increase their personal commitment to prevent harassment of passengers particularly women	Presentation and oath
10 Minutes	Valedictory session	Thanks giving and feedback		

ANNEXURE 5 – CAMPAIGN REPORT

Purpose of the campaign

This campaign is an activity under Capacity Building and Awareness Creation part of the project - Pilot Initiative for Women's Safety in Public Transport in Bhopal. The campaign aimed at creating awareness about women's safety in public transport in Bhopal. The campaign was named "Break the Silence" and was jointly organised by Bhopal City Link Limited (BCLL), Sangini - Gender Resource Centre and EMBARQ India. It was organised for one week, starting from 8th March, 2015 to 15th March, 2015.

Activity Calendar

S.No	Date	Activity	Place
1	08/03/2015	Celebration of Women's Day at Raahgiri	Shahpura Lake
2	08/03/2015	Show at Vividh Bharti	Shyamla Hills
3	09/03/2015	Press Conference	Apsara, Ravindra Bhavan
4	10/03/2015	Advertisement about the campaign in radio	F.M. stations
5	11/03/2015	Discussion with students	Unique IAS Study Circle, Mata Mandir
6	12/03/2015	Discussion with college teachers and students	Govt.Maharani Lakshmi Bai College (girl's college)
7	12/03/2015 to 15/032015	Exhibition at bus stops, role play, stickers, badge distribution, oath taking and signature campaign	All mentioned squares/junctions
8	13/03/2015	Police Talk Show	Police Training and Research Institute (PTRI)
9	13/03/2015	Discussion with college teachers and students	BHEL College and BITS College
10	14/03/2015	Discussion with college teachers and students	Sant Hirdaram Girl's College, Bairagarh and Rudra IAS Academy, M.P.Nagar
11	15/03/2015	Exhibition, snake ladder game, oath taking and signature campaign at Raahgiri (Closing Ceremony)	Upper lake
12	09/03/2015 to 15/03/2015	Announcements by traffic police	All mentioned squares/junctions
13	09/03/2015 to 15/03/2015	Display by BCLL	In all red buses

Activity Details

1. Launch on International Women's Day (8th March)

The campaign started on International Women's Day i.e. 8th March at Raahgiri day. Two activities were carried out on this Day, one was the Snake and Ladder Game and the other was Signature campaign.

The popular Snake and Ladder game was transformed into an informative game by attaching a message with every ladder to stop violence against women and on every bite of snake we attached a social evil. For example towards the mouth of snake "violate women" was written, whereas "stop violence against women" was written towards the ladder.

Raahgiri Day proved to be an appropriate platform as people from all age groups and social

backgrounds gathered in huge numbers and enthusiastically participated in the snake & ladder game. Signature campaign was followed by the snake & ladder game. People wrote their views and messages on the flex and boards and also discussed about crime and safety of women in public transports and public places.

2. Press Conference (9th March)

Second most important activity of campaign was Press conference which was held on 9th march at Ravindra Bhavan. This press conference was addressed by EMBARQ India; Sangini Gender Resource Centre and Bhopal City Link Limited (BCLL). Around 40 media persons from both print and electronic media attended the press conference. The main motive of this press conference was to share the purpose of the campaign and the activities to be carried during the campaign. The press conference marked the official start of the campaign and received extensive coverage in all the leading daily newspapers.

3. Radio Broadcast and talk shows on All India Radio, Vividh Bharti and 92.7 Big FM

To spread the message of campaign to larger number of people and to different strata of society, radio channels both local and national were approached. Talk shows and discussions on the campaign and issues related to women security and discussed issues related to women's safety and security in public

transport and the legal aspects of the same were broadcasted on All India Radio, Vividh Bharti and 92.7 Big FM.

During the whole campaign, 92.7 Big FM came forward to join hands in campaign with Sangini and took the responsibility to spread the message information through their medium.

4. Talk show and Seminars with students at colleges and educational institutions

To reach out with the message of the campaign to the students, especially the girl students who extensively and frequently use public transport as a medium to commute to colleges and coaching centres and to discuss the issue of women's security, talk shows and seminars were organised in different educational institutes of the city. Apart from the discussions, in order to sensitise male students, short films based on the issues were also screened as a part of the seminar. The seminars were covered by 92.7 Big FM and after the seminar students were made to fill a questionnaire to understand their views in detail. The following educational institutes were covered under the activity:

- Unique IAS Study Circle (Coaching Class) Bhopal – 11th March, 2015

- Government Maharani Laxmi Bai Girls P.G.(Autonomous) College ,Bhopal – 12th March, 2015

- BHEL College Bhopal – 13th March, 2015

- BITS College Bhopal - 14th March, 2015

- Sant Hirdaram College Bhopal - 14th March, 2015
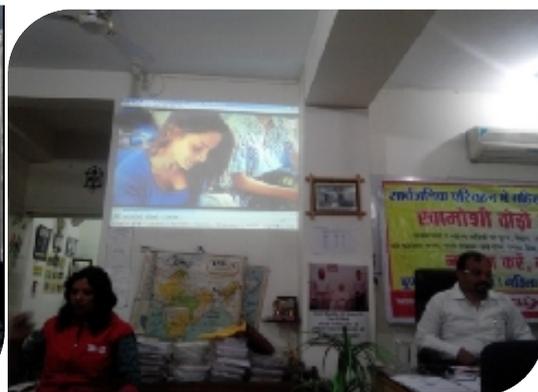
5. Exhibition at bus stops and activities in buses

As a part of the campaign, exhibitions were organised at 26 different bus stops in the city. The bus stops selected for conducting the exhibition were the ones which have maximum women passenger volumes so as to have greater reach of the campaign among women passengers. These were determined by count analysis undertaken as a part of the situational analysis of the study. The exhibition was themed on crime against women at public place and public transport.

Along with the exhibitions, a signature campaign was also conducted at each of the 26 bus stops; passenger signed and pledged to break silence against any crime against women and girls. People who came forward to sign and pledge were given badges with campaign message, as a gesture of motivation.
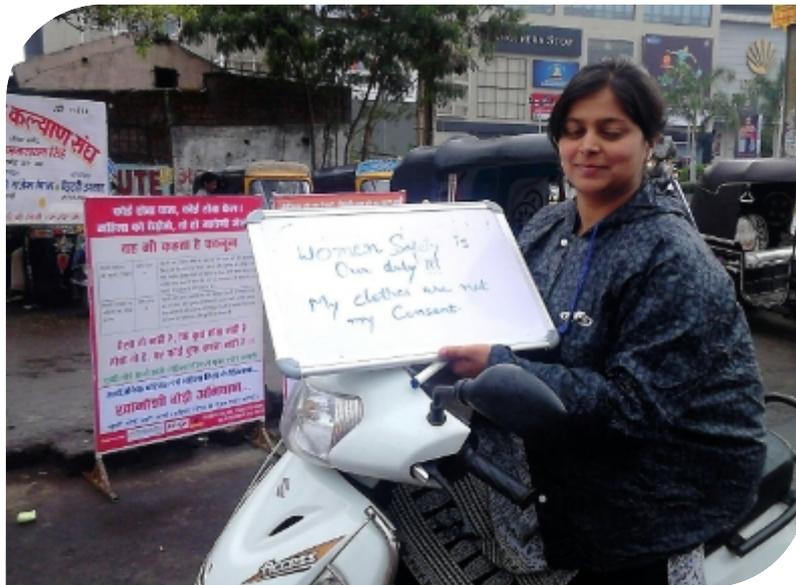
Apart from the activities on the bus stops, skit play was performed in moving red buses by the Campaigning team. The team discussed about the laws and the problems face by passengers and suggested them quick action that should be taken to stop such acts. During the exhibition the campaigners also distributed informative pamphlets and pasted stickers in public transport buses and vehicles with helpline nos. and laws on women security to spread the awareness.

6. Announcements by traffic police at traffic signals

Traffic Police also actively supported the campaign and as a part of the campaign activity, announcements on women's safety and security in public transport and the campaign were made by traffic police personnel's at various important junctions and squares of the city. The announcements were made throughout the campaign duration.

7. Police talk Show

On 13th March, 2015 a police talk show was organised with the collaboration of CAW Department of Police, Sangini, BCLL and EMBARQ India at Police Training And Research Institute, Jehangirabad, Bhopal,

In the talk show ADG (AJK) Dr. Sujoy Lal Thousen, DIG Srinivas verma, AIG of police (CAW) Mrs. Kiranlata kerketta, ASP Traffic Mrs.Shalini Dixit and Shailendra Chauhan (ASP crime) were present from police department.

Citizens, students, slum dwellers and members of civil society actively participated in the discussion and voiced their issues and concerns with the police representatives. The talk show was attended by around 200 people including media personnel's.

8. Oath Taking (Closure ceremony of the campaign)

On 15th March, 2015 i.e. on the last day of campaign an oath talking ceremony was conducted at Raahgiri day along with the exhibition and signature campaign. Shri Surjeet Singh Chouhan, chairman of Nagar Nigam Bhopal addressed the oath taking program.

People present at Raahgiri day took the oath to break their silence in opposition to any form of crime against women and will stand for women's safety and security.

All the activities of the campaign were covered live and in detail by 92.7 BIG FM. Besides, the campaign throughout the week got extensive coverage in all the leading newspapers. Apart from the on ground activities to create awareness, suggestions and feedbacks from citizens were also gathered through the campaign. Some of the suggestions given by people have been listed below.

Suggestions

- The front gate of buses should be strictly reserved for ladies only
- There should be a small gate between the seats reserved for ladies and unreserved seats and the gate is to be used by conductors only.
- The CCTV's should be in working condition with a proper monitoring team. In case of mishap instant action should be taken with the help of Police force.
- Mini buses are still a preferred medium of public transport so few seats must be reserved for ladies in minibuses as well and a gate should be there between reserved and unreserved seats as suggested for BCLL buses.
- Some mini buses drivers play vulgar and loud music tracks on buses, this practice must be stopped.
- Some drivers and conductors are drunk while driving .Traffic police should take action against them. Regular checking of drivers and conductors should be done to protect women from eve-teasing
- Verification of drivers /conductors of mini buses should be done; if possible there should be a female worker in mini buses.
- Conductors stand in the gate of buses and try to touch female passengers thus standing on gates should be prohibited.
- Overloading in mini buses/tata magic and red buses must be stopped.
- Red buses, tata magic and mini buses are supposed to be available frequently and at regular intervals which at present is not there. A proper time table should be made and strictly followed.
- Most importantly the time table of buses should be displayed on bus stops, so that availability of transport is maintained.

Oath:

<u>हम शपथ लेते हैं कि</u>

- हम महिलाओं के प्रति सम्मान का , नजरिया रखेंगे तथा महिलाओं ख्याल रखेंगे स्वतंत्रता तथा गरिमा का ,की सुरक्षा

- हमसार्वजनिक परिवहन में महिलाओं के साथ होने वाली हिंसा के , खिलाफ अपनी खामोशी तोड़ेंगे

- हम |न हिंसा करेंगे और न ही करने देंगे ,

- हमयदि किसी महिला के साथ हिंसा होते देखते हैं तो तुरंत इसका , |विरोध करेंगे तथा उसकी शिकायत करेंगे

- हम स्थलों पर न ही सार्वजनिक ,महिला सूचक टिप्पणियांगालियों / |का उपयोग करेंगे और न ही करने देंगे

- यदि कोई महिला अपने साथ हो रही हिंसा का विरोध करती हैतो हम , |उसका साथ देंगे

Questionnaire on Sexual Harassment in Public Places/ Public Transport

1. What kind(s) of harassment / eve teasing have you faced? (Tick all applicable)

☐ Verbal (comments, whistling etc.)
☐ Physical (touching, feeling up etc.)
☐ Visual (staring, leering, gesticulating etc.)

2. Have you ever reacted/ taken action when someone has harassed/eve teased you?

☐ Yes

☐ No

If yes, how? (Tick all applicable)
☐ Retaliated verbally
☐ Retaliated physically. If yes, what did you do?
☐ Walked away
☐ Asked others for help
☐ Asked police for help

(If yes, did the police respond?)
☐ Yes
☐ No

How long did they take?

Others:...

3. Has anyone ever helped you when you were being harassed?

☐ Yes

☐ No

If yes, how? (Tick all applicable)
☐ Called   the Police
☐ Confronted the harasser
☐ Got support from people around

4. Do you know that there are laws against street harassment/ eve teasing?

☐ Yes

☐ No

5. Many women often take precautionary measures to ensure their safety. Please tick the precautions you take/ your family asks you to take for your safety as a woman. (Tick all applicable)

☐ Avoid certain public space.

☐ Avoid going out alone

☐ Avoid wearing certain clothes, which may seem provocative

☐ Carry items such as pepper spray/ safety pins etc

☐ I do not take any precautions as I feel safe in the city.

☐ None of the above.

Media Coverage- Campaign

Times of India

'Safe city' campaign kicks off

TIMES NEWS NETWORK

Bhopal: In a shocking instance three in ten men using city's public transport, suggest that women are equally responsible and some 10% said women faced harassment for dressing 'inappropriately'. This was stated in a safe city initiative survey.

Safe city initiative is aimed to make city's public transport safer for women. A week-long campaign to make public transport safe for women was kicked off on Monday. Safe city initiative is backed by UK funding agency Department for International Development (DFID), Bhopal City Link Limited

> Through the survey we want to create awareness, sensitize people and educate women on how to use helpline in case of harassment
>
> **BCLL Representative**

(BCLL), Embarq India and local NGOs.

To curb violence against women is the primary aim of the week-long drive, said the BCLL representative.

"Shocking as it is, through the survey we want to create awareness, sensitize people and educate women how to use helpline in case of any harassment," he said.

Embarq India representative, Azra Khan said, "Bus Rapid Transit System (BRTS) has emerged as a cost-effective, flexible and environmentally sustainable form of public transportation. Our objective is to make BRTS and other public transport ride safer for women." Organisers will interact with commuters, schools and colleges, drivers, conductors and traffic police through various events planned for the coming week.

Dainik Bhaskar

महिला हिंसा से मुक्त शहर के लिए अभियान आज से

सिटी रिपोर्टर | भोपाल

महिलाओं को घूरना, धक्का मारना, अश्लील इशारे करना, रास्ता रोकना, गाना गाना, चिकोटी काटना सब हिंसा के तहत आता है। ऐसा करने वालों के खिलाफ मामला दर्ज भी हो सकता है। बसों में कुछ इस तरह की जानकारी देते हुए 10 मार्च से एक टीम नजर आएगी। एम्बार्क इंडिया, बीसीएलएल और संगिनी द्वारा शहर के 26 बस रूट्स पर मंगलवार से महिला हिंसा से मुक्त शहर बनाने के लिए अभियान शुरू किया जा रहा है। अभियान की जानकारी देते हुए एम्बार्क इंडिया की कंसल्टेंट ने बताया कि लगभग 80% महिलाएं पब्लिक ट्रांसपोर्ट में यात्रा करने के दौरान हिंसा की शिकार हुई हैं। इनमें से तकरीबन 40 फीसदी महिलाएं हर रोज यौन हिंसा की शिकार होती हैं। यह अभियान 15 मार्च तक चलेगा। उन्होंने बताया कि पब्लिक ट्रांसपोर्ट में इसकी शुरुआत की जा रही है।

People's Samachar

सफर में महिलाओं की सुरक्षा

बीसीएलएल, एम्बार्क इंडिया और संगिनी संस्था का अभियान

■ 80 फीसदी महिलाएं होती हैं छेड़खानी की शिकार

■ चालक-परिचालकों को नहीं इनकी सुरक्षा की परवाह

पीपुल्स संवाददाता ◆ भोपाल
editor@peoplessamachar.co.in

लो फ्लोर, मिनी बस, मैजिक या अन्य सार्वजनिक परिवहन सेवा में महिलाओं की सुरक्षा के साथ रोजाना छेड़छाड़ की घटनाएं घटित हो रही हैं। भोपाल में 80 फीसदी महिलाएं कभी न कभी सार्वजनिक परिवहन में यात्रा के दौरान छेड़छाड़ का शिकार हुई हैं और उनमें से करीब 40 फीसदी तो रोजाना छेड़छाड़ की घटनाओं का शिकार हो रही हैं।

यही नहीं 99 फीसदी चालक-परिचालकों के लिए भी महिला सुरक्षा प्राथमिकता का विषय नहीं है। यह जानकारी सोमवार को बीसीएलएल, एम्बार्क इंडिया और संगिनी संस्था ने एक रिसर्च के जरिए संयुक्त रूप से आयोजित एक कार्यक्रम में दी। इस दौरान संस्था की प्रार्थना मिश्रा, प्रशांत दुबे भी मौजूद थे। उन्होंने बताया कि महिलाओं की सुरक्षा के लिए सार्वजनिक परिवहन सेवा में एक अभियान चलाया जा रहा है। इसके तहत पोस्टर, बैनर, नुक्कड़ नाटकों द्वारा जागरूकता का संदेश दिया जा रहा है।

अभियान का उद्देश्य न केवल महिला हिंसा को परिभाषित करना है बल्कि इससे जुड़े कानून को भी जन सामान्य तक पहुंचाना है। दुबे ने बताया कि इस अभियान के तहत सार्वजनिक परिवहन में महिला हिंसा के खिलाफ खामोशी तोड़कर उन्हें लगातार आगे आने के लिए प्रोत्साहित किया जाएगा।

कार्यक्रम के दौरान संबोधित करते अभियान के सदस्य।

Free Press

महिला सुरक्षा को लेकर अभियान शुरू

भोपाल (नप्र)। लो फ्लोर, मिनी बस, मैजिक या अन्य सार्वजनिक परिवहन सेवा में महिलाओं की सुरक्षा के लिए साप्ताहिक अभियान चलाया जा रहा है। इस दौरान बीसीएलएल, एम्बार्क इंडिया और संगिनी द्वारा महिलाओं को जागरूक किया जाएगा। यह जानकारी प्रार्थना मिश्रा, प्रशांत दुबे व अन्य ने संवाददाताओं को दी।

अभियान के तहत पोस्टर, बैनर, नुक्कड़ नाटकों द्वारा जागरूकता संदेश दिया जाएगा। अभियान का उद्देश्य न केवल महिला हिंसा को परिभाषित करना बल्कि इससे जुड़े कानून को जन समान्य तक पहुंचाना है। अभियान के प्रशांत दुबे ने बताया कि लोगों को महिला हिंसा के खिलाफ आगे आने के लिए प्रोत्साहित किया जाएगा। गत रविवार को शाहपुरा लेक पर होने वाले राहगीरी डे में अभियान का शुभारंभ हो चुका है।

Nav Duniya

Drive for safety of women in public transport launched

BHOPAL: A week-long campaign would be launched in the city regarding women safety in public transport services under the joint aegis of BCLL, Embark Indian and Sangini. The people would be made aware about women safety by organising exhibitions and debates. Embark India, consultant Azra Khan said in a recent study done on safety of women in public transport, it came to the fore that around 80 per cent women have become victim of violence at least once during travelling in public transport and 40 per cent of them face the same on daily basis. It also came to light that women safety is not in priorities for 99 per cent drivers and conductors in public transport.

ANNEXURE 6 – SELECTION OF PILOT CORRIDORS

8 pilot corridors have been selected for the study which includes one trunk route, one standard route and 3 mini-bus and 3 tata magic routes. The pilot corridors were so selected based on the following reasons:

Trunk Route 1 (TR1) -

TR1 has a highest ridership i.e. 11,652 passengers/day (EMBARQ India 2013)with a route length of 25 km. Further the corridor runs along major attractors and generators of the city of Bhopal, through the old city and across a range of land-uses like the Chirayu Hospital, Moti Masjid, New Market, and the Habibganj railway station. Apart from this the route is co-terminus with a number of bus routes over a considerable length and therefore improvements in its bus infrastructure would improve experiences for close to 35-45% of the commuters and hence have been selected for the study.

Standard route 5 (SR5) -

SR 5 operates from Chirayu Hospital to Handicapped College. It is taken as another pilot route as it has the second highest number of passengers (10,753 passengers / day) (EMBARQ India 2013). The route passes through the old city as well as connects peripheral areas such as BHEL Township in the east. It is co-terminus with TR1; hence any improvements on TR1 will also benefit this route and hence is selected as the one of the routes for study.

Mini Bus Routes -

Three mini bus routes (MB11, MB20 and MB7) have been selected as pilot corridors along with the trunk and standard route. These three mini-bus routes serve stations adjacent to major attractors and generators of the city - Barkatullah University, old city, Bairagarh railway station and even run to the suburbs of the city and hence have been selected for the study.

Tata Magic Routes -

Three tata magic routes (Bairagarh to Rang Mahal; Board Office to Patel Nagar; Bus Stop to J K Road).have been selected as pilot corridors along with the trunk and standard route and mini bus routes. These three routes also serve stations adjacent to major attractors and generators of the and even run to the suburbs of the city and hence have been selected for the study.