

REPORT OF SAFETY AUDITS

Delhi

16 DECEMBER 2014

#citiesforwomen



Ring Road, Dhola Kuan Enclave 2, Delhi Cantonment, New Delhi, Delhi 110010, India

Posted On: 16/12/2014 20:06

Posted By : cities4women (White Belt)

Light (Night) None	Openness Partly Open	Visibility No Eyes
People Few People	Security None	Walk Path None
Public Transport Unavailable	Gender Usage Not Diverse	Feeling Frightening

AUDIT x

Safety Audit Score: 7

Sardar Patel Marg, Akhaura Block, Bapu dham, Chanakyapuri, New Delhi, Delhi 110021, India

Posted On: 10/12/2014 21:00

Posted By : ambrishsingh (White Belt)

Light (Night) Enough	Openness Mostly Open	Visibility Few Eyes
People Some Crowd	Security High	Walk Path Good
Public Transport Nearby	Gender Usage Not Diverse	Feeling Comfortable

AUDIT x

Safety Audit Score: 2.76

Radial Road Number 7, Block E, Connaught Place, New Delhi, Delhi 110001, India

Posted On: 16/12/2014 23:03

Posted By : drc_sarita (White Belt)

Light (Night) None	Openness Not Open	Visibility Few Eyes
People Few People	Security None	Walk Path Fair
Public Transport Nearby	Gender Usage Not Diverse	Feeling Uncomfortable

There was a dark alley where men are linking



Introduction

On the night of 16th December 54 representatives from various civil society organisations including Jagori, Safetipin, CFAR, Lawyers Collective, NFIW, AIPWA, Action India, Reclaim the Night, CHSJ, SNS, Samarthyam, Nirantar, Breakthrough, Women's Feature Service, Sakha Cabs, Azad Foundation, Miranda House, Kamla Nehru and several eminent women - Indira Jaising (Former Addl. Solicitor General, GOI), Vrinda Grover (Advocate Supreme Court), Kavita Krishnan, Annie Raja, Pamela Philipose, Kiran Shaheen, Meenu Vadera, Bijaylakshmi Nanda, Suneeta Dhar and Kalpana Viswanath, Anjalee - joined together with to conduct safety audits in New Delhi. Through this collective safety audit drive approximately 60 kilometres of roads were covered in Delhi and data was recorded on the gaps that exist in public infrastructure, social usage of public space, public transport and policing. The data was collected using Safetipin a mobile application for conducting safety audits. We were able to conduct **146 safety audits**, along with observation and speaking to people on the streets, in public transport and waiting for public transport.

The audits were conducted using various modes of public transport such as taxis, buses and metro. Each group covered their designated route using all 3 modes of transport and also walked parts of the route. The group audited four routes covering the North, South, East and West Delhi. The four routes were:

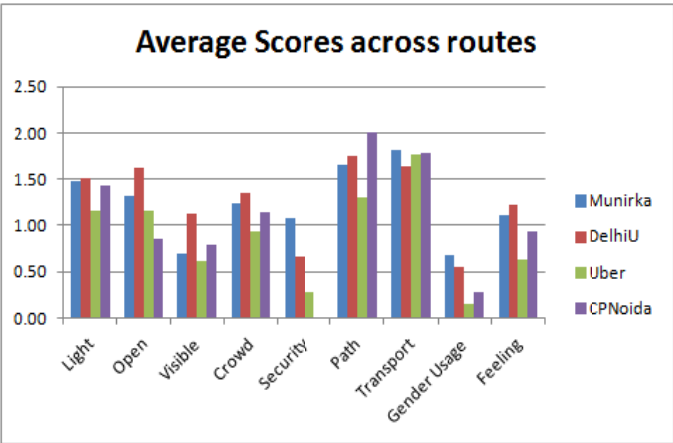
- Civil Lines Metro Station to Jangpura Metro Station covering a distance of approximately 9.2 kilometres.
- Munirka Bus Stop to Mahipalpur a distance of approximately 7.6 kilometres.
- Rajiv Chowk Metro Station to The Great India Place Mall in Sector 18, NOIDA and an additional route through Baba Kharak Singh Marg, CP, distance of approximately 20 kilometres.
- Shanti Niketan Bus Stop to Inderlok Metro Station a distance of 16.2 Kilometres.

The four routes were chosen so that diverse demographics could be covered across the city. The Murnirka to Mahipalpur route was covered so that data could be re-collected on the situation of infrastructure in the area after the horrific gang rape that happened there exactly two years ago. The Shanti Niketan to Inderlok route collected observations of the recent 5th December assault on a women in a private taxi that brought attention back to the issue of women's safety in the city. The two other routes covered the University of Delhi and also the NCR region of NOIDA.

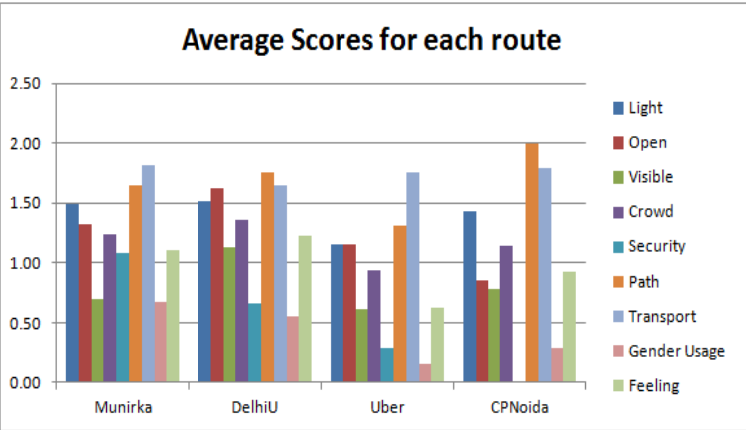
Data from Safetipin Safety Audits

Using the Safetipin Mobile App, 146 safety audits were conducted on the evening of December 16, 2014 between 7:30 and 11 pm. The audit measures eight parameters - lighting, openness, visibility, crowd, gender diversity, security, walk path and nearness to public transport. In addition to this, each audit also asks the auditor to rate whether they feel safe or not in a public place. Each audit then appears as a pin on the Safetipin map which is then visible to anyone else who looks at the app. This way, all the information collected can be seen by the public.

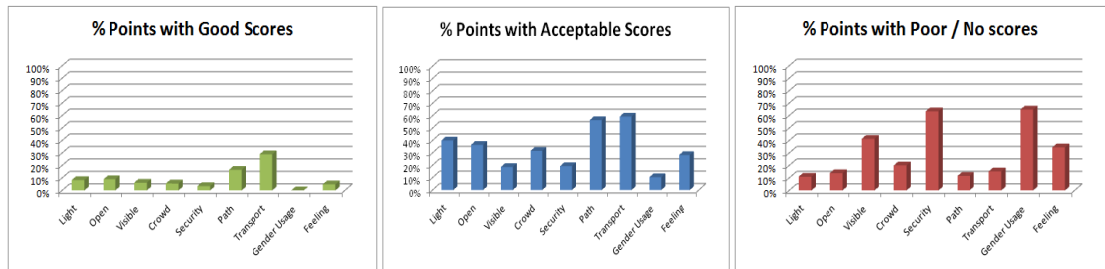
Based upon all the audits done on all four routes, we can see a summary of all the findings below. As we can see, gender usage is very low in all the areas. Presence of visible security is also quite low except for the Munirka route. Lighting is average in these routes while there is certainly room for improvement. While the state of the walk path and nearness and availability to public transport is high, the feeling of safety is quite low.



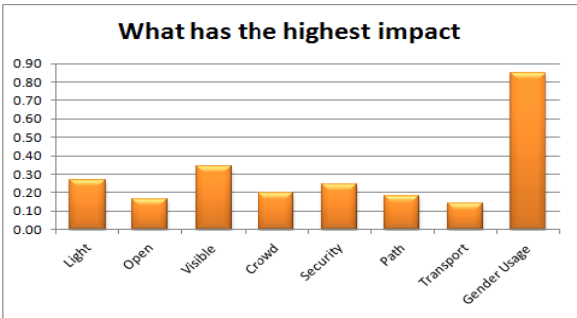
If we look at the table below, we can see the breakup for each route. Security is very low on the Uber route as well as the Delhi University route. The Munirka route has higher security, both in terms of police at specific locations and patrolling on motorbike. On the positive side, the walk path and availability of public transport is fairly high on several parts of these routes. Visibility is low in all the areas. This means that there aren't enough eyes on the street- no presence of vendors, nor shops/doors/houses facing the street. This is a serious issue of urban design where we see high walls coming up all over the city and natural surveillance being reduced. Gender usage expectedly is low in all areas and this is a serious concern that the number of women on the streets starts reducing as the city gets dark. The presence of security is also very low except on the Munirka route which is ok. On almost all of the parameters, the scores are lower on the Uber route. The feeling of safety on that route was also the lowest.



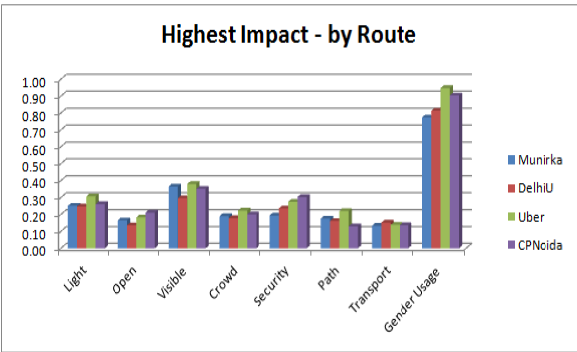
The three graphs below analyse the safety audits that were done at 146 independent points along these four routes. Each audit generates a score based on the rating done on each of the parameters. As we can see, the percentage of audits that had a good rating are very few and it is mainly for a good walk path and the presence of public transport close by. Women felt safe in less than 10% of the points where audits were done. Gender usage has received a good rating at very few points of these routes. Security has also received a good score at very few points. About 60% of the points received an acceptable score on the parameters of the nearness of public transport and the walk path. Almost 40% of the points had an acceptable level of light. But it is telling to note that 60% of the places where audits took place had very poor rating on presence of security and women on the streets.



Based on all the above data, we found that gender diversity on the streets has the highest impact on the feeling of safety and comfort in being out. As can be seen in the chart below, it outranks every other factor by a lot. This is followed by three other factors which have about the same impact - visibility (streets where you can be seen by others, 'eyes on the street'), lighting and presence of visible security.



This analysis can be further broken down into the impact of these factors on the feeling of safety in each of the separate routes, which throws up a similar analysis.



Route No 1: Delhi University - Civil Lines Metro station to Adarsh Nagar Metro Station

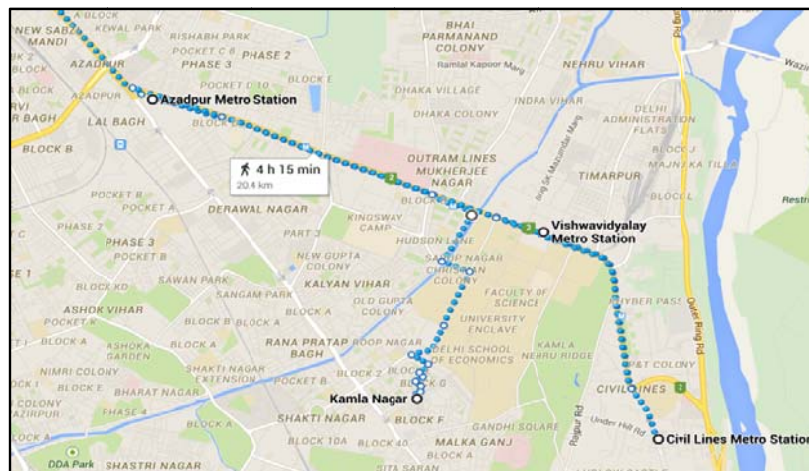
This route was covered by three teams. Two teams conducted street audits on the same route using and 1 team audited the metro route. Street audits were from:

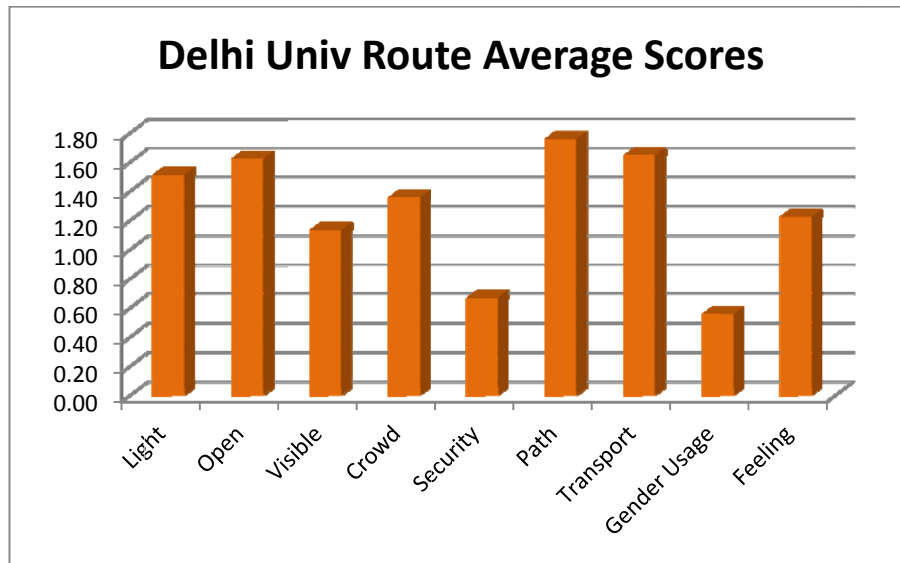
Civil lines metro station - Civil Lines – Ridge Area (Delhi University) - Kamla Nagar Market – Malkaganj – Ghantaghar – Azarpur Market main road – Adarsh Nagar Metro Station

Civil lines metro station – Vidhan Sabha – Khyber Pass bus stop - Mall Road – VC office (Delhi University) – Hindu College-St Stephen’s Road – Kamla Nagar Market (via FMS) – GTB Nagar – Model Town - Adarsh Nagar Metro Station

Metro Stations covered - Civil Lines metro station (all three gates), Vidhan Sabha metro station (all three gates), Vishwavidhyala metro station (both the gates), Azadpur Metro Station (Gate No 1), Jehangirpuri Metro Station (all four gates)

KEY FINDINGS





Physical Infrastructure:

- On the route from Civil Lines metro station to Kamla Nagar market it was observed that in places the tactile paving was either broken or was absent, encroachment of private property into the pavement allowed no space for walking, there were only handrails and no kerb ramps at bus stops or to get onto footpaths and even if there were any, they were obstructed making it difficult to get onto them. At many places, the pavements are used as a parking place and this creates blind spots for the pedestrians. Street light poles have been constructed right in the middle of the footpath. There was also no tactile paving around the manholes on the walking pavement.
- Men urinating on the pavements were a common sight the entire route and it was observed that women to avoid these pavements and took diversions in the form of walking on the street instead of the pavements – which is a potential danger.
- In the Delhi University (DU) area and especially around the Kamla Nehru Ridge area – although well lit but because of the greenery and ad-panels/hoardings around the streetlight it was dark and gloomy. From the visibility perspective the area is visible but the corners are shady. Since this is not a residential area there were no houses but there was running traffic (private vehicles only). Number of police personnel deployed was very low – only one policemen in a check post around the ridge area. It was felt that in case of an emergency the policemen would probably not be able to take any action single handedly.

“Although there are many private security guards on this way, I still try to get back home early. This road is very deserted – I cannot trust the private security guards”

(A young woman outside civil lines metro station Gate no 2)

- Route from Delhi School of Social Work to the VC office was dimly lit but at the VC office there were bright lights with CCTV camera surveillance, availability of cycle rickshaws and presence of 2 security guards. This particular spot was found to be very safe but beyond 100 meters the road was again poorly lit and deserted. Essential infrastructure was found to be

in a good condition in and around this office but did not extend to other parts of the university.

- The main market places like Kamla Nagar market and Malkhaganj market were crowded but mostly by men. There were small eateries, food kiosks on the footpaths catering mostly to young men. The market was bright however, the by-lanes leading to the residential areas were found to be dimly lit and deserted. At Kamla Nagar market the footpath was completely encroached by car parking and there were no public utilities available for women.
- The infrastructure inside the metro station was of high standard and was also found to be disabled friendly. There was also a comfortable feeling inside the metro and the metro stations. However, the infrastructure right outside the metro station changed drastically – there was no kerb ramp to get onto the metro station, in some stations the availability of feeder bus and other public transportation (Azadpur, Vidhan Sabha) was very limited. Although women shared that they were comfortable inside the metro station but they preferred reaching their destinations before 9 to 9:30PM since they lack safe options for the last mile connectivity,. Some informed given an option that there were better and safer options available to connect them to from metro stations to their homes – they would probably also stay back outside for longer hours.

Lighting and Visibility:

- It was overall found that the places of importance like the VC Office in North Campus were well lit. Some bus stops were poorly lit and mostly received light from the flyover above, nearby shops or advertisement panels.
- Long stretches at Delhi University were poorly lit and also deserted. The Kamla Nehru Ridge was dark without a single street light visible.
- Markets and metro stations were well lit and bright but right outside the metro stations (Civil Lines, Vidhan Sabha, Vishwavidyalaya) there was poor visibility and darkness. The parking lot outside the metro stations was deserted and dark creating a feeling of discomfort.

Public Transportation:

- Auto Rickshaws and cycle rickshaws were available outside the metro stations. At some major stations the metro feeder service was also available. Women shared that in the night , the auto rickshaw drivers would demand more money from solo women travellers.
- It was observed that solo women travellers were walking fast as compared to other women travelling in groups to reach the metro stations. Also, almost all the women jumped straight out of the autos or rickshaws to inside the metro station without wasting any time. Women feel safer inside than outside the metro station and would prefer waiting/ spending time/making calls inside (in the metro station) than outside on the streets.

“It is all about the attitude... if I walk with a straight face and pretend that I am strong woman – no matter how scared I feel inside – I feel would not be attacked or harassed. I have to be alert all the time. It’s a difficult job being a woman on the streets”

(A young woman outside civil lines metro)

- Although it was found that outside most metro station was crowded and busy some women shared that they would prefer waiting for their family members to pick them up rather taking public transportation.

Public Messaging:

- None of the metro stations had any social messaging displaying the helpline numbers on any of the gates. Even outside the metro stations there were no helpline numbers displayed.
- No helpline numbers or social messages related to women's safety or any other messages were displayed on the streets in route.

Usage of space:

- Market places, busy bus stops, railway stations were found to be crowded and frequented by both men and women. However, for obvious reasons women were not found on the streets that were not well lit or the metro stations where the availability of public transport was less (Vidhan Sabha metro station).
- Less women were found on the streets, buses, metros in comparison to men as the time passed.

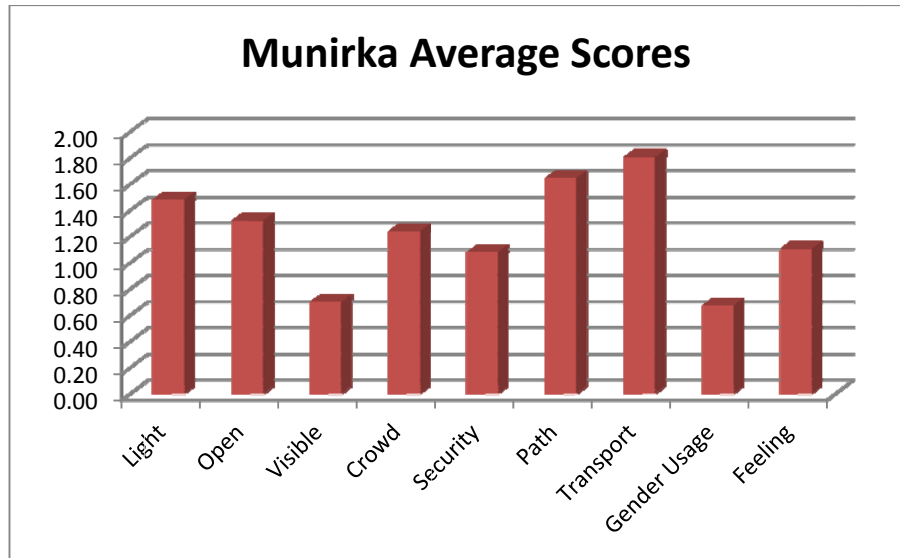
Route 2: Munirka to Mahipalpur Extension

The route was covered by one team of two groups, one group did the street audit and other group rode the bus and audited bus stops.

- 1) Number of bus stops covered – 4
Munirka, Malai Mandir, Vasant Gaon, Palam More, Mahipalpur
- 2) Bus routes traversed: Route no. 507 Dhuala Khan side , Bus no 605 CP side, Bus no 764
- 3) Route traversed for Street audits from:

Munirka bus stop - walked left on to Nelson Mandela Marg on road opposite Vasant Vihar police station – Malai Mandir bus stop- Vasant Vihar bus stop- Palam Marg area – along Palam flyover- Shani Mandir- Vasant Enclave Resident Welfare Association- Hanuman Mandir- Vasant gaon area - Niryat Bhawan building - Naval officers Mess building- on the Rao Tula Ram Marg- Naval Officers Mess building- towards Mahipalpur bus stop, NH8.

KEY FINDINGS



Physical Infrastructure:

Munirka bus stop: adequate lighting was seen, near the flyover as well. Lighting was adequate from buildings nearby. The pavement was good. But there was only one public toilet in this area that was for gents. There was lighting more from nearby buildings, shops, ATMs, restaurants etc. but the street lights were not very bright.

Malai Mandir bus stop and adjoining area: lighting was adequate along the roads, pavements were okay but less pedestrians were seen on the streets, including women and getting auto after 9 pm would be difficult from this point.

Palam Marg: the footpath was in very bad condition with construction work going along the entire stretch starting from Vasant Enclave Resident Welfare Association gate. There was no guard at the first gate. The lighting visibility was seen from the flyover but not very bright though. There was one or two pedestrians walking at a distance. No women in sight. Getting an auto is very difficult.

Niryat Bhawan: there was a large stretch of road which is ok for walking along the footpath but there are dark areas along the way, and lights from the street lights are not very visible to the

“Inside buses, we have special seats allotted to ladies. But I don’t feel we are going to be secure just because we are sitting safely on the seats. There are some men who are so bold to molest or touch you inappropriately if they set their mind on it! What if we all start to think and act boldly like that? What is the end result? Nothing but more problems and no solutions.” –

A woman travelling in bus no 507, going home after work

dark areas.

Army HQ: No single streetlight seen on the inner road for pedestrians which at the opposite side of the Army HQ building , but there were street lights seen on the immediate footpath opposite the Army HQ.

There is less probability of getting autos on the road continuing from Vasant Vihar bus stop to Palam Marg to Niryat Bhawan to Arjun path bus stops.

Accessibility for women with disabilities in particular along this stretch of road would be little hard as there are ramps at the bus stops but not to cross over the roads under the flyovers along the route.

The lighting at most bus stops were fairly well lit. The lighting from nearby building added to it. In case of the lighting on top of the flyovers, the area underneath it deemed to be unsafe. The subway nearby the Munirka bus stop and under the flyover was found to be unsafe, as there was no lighting inside and along the stairs and it proved to be very vulnerable spot.

In the Buses

There were no home guards found in either of the buses boarded after 8 pm. DTC ladies special on this route was not seen.

In buses 507, 604, there was no display of any emergency helpline numbers. It was visible in bus 764 however.

Gender Usage of spaces

Overall the usage was not gender balanced. It was seen to be fairly diverse at Munirka bus stop between 7.30- 8 pm. Along the way the gender usage of spaces reduced on the footpaths, at bus stops, at eateries / road side shops as time passed by. The stretch going to Mahipalpur, airport road was quite empty and isolated.

Along the route further, we came across one couple and then women were seen lastly in pairs at Mahipalpur village, junction area and bus stops. This area was fairly lit with many hotels and restaurants in the neighborhood.

Visible policing and police patrolling

There was one traffic police on the road turning towards Nelson Mandela Marg from Munirka bus stop. His duty was from 8am-11 pm. Moving forward, there was presence of one Delhi police personnel along the road , where people were waiting for buses, mostly for metro feeder buses. Just a few metres ahead was Vasant Vihar Police station.

Going along the street from Munirka bus stop to Vasant Vihar bus stop, presence of 3 Delhi police personnel was seen along with one Traffic police at the Vasant Vihar bus stop.

Moving forward towards Palam Marg, the area being residential locality there was one neighbourhood guard seen outside the gates of one house. The rest of the stretch on that road was

quite deserted in terms of fewer pedestrians on the footpath; lighting was visible from the streetlights but not adequate enough.

One Delhi police personnel was seen at the Vasant Enclave road side and one more seen at Shani Mandir bus stop area adjoining it. in front of Niryat Bhawan , there were 3-4 Delhi Police personnel outside and two police vans parked on the side of the road, Delhi police visible outside the Naval officers mess building .

One checkpost could be seen on the roads heading for airport that is the Mahipalpur route.

At Mahipalpur area, 3 PCR vans were seen parked near the entire stretch of Hotels, restaurants taking in people coming from the airports.

There were two Delhi police personnel on bike patrolling the particular area, starting from ITI right up till the airport. They informed us that they rode up and down the stretch the entire evening.

Messaging (social messages, helpline numbers)

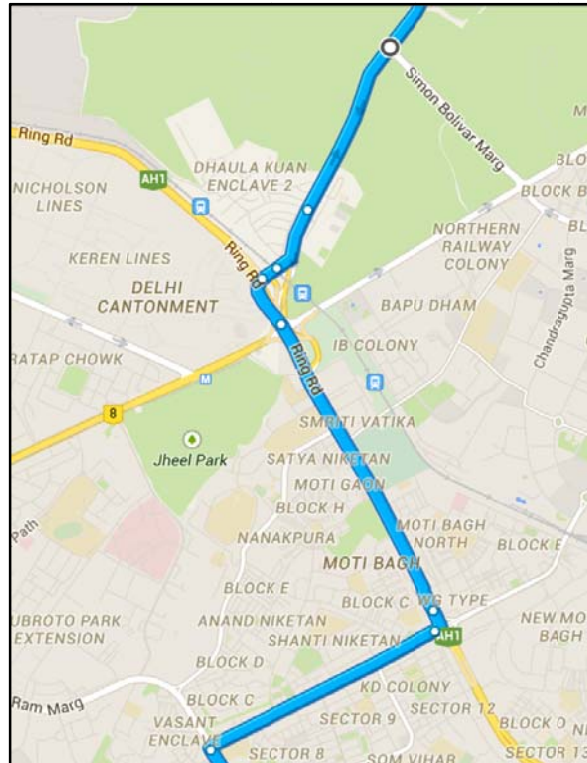
Along the entire route, only one helpline number was seen on a bill board displayed right outside the Vasant Vihar police station.

“The area at Palam more, after the bus stop is quite unsafe. It gets deserted as time passes by and we see less people on the road. In spite of being an army area ahead with guards etc the stretch of road is quite empty at evening hours and night hours, with very few pedestrians and the streetlights on the roadside doesn’t assure me of any safety. There are dark areas in this road ahead. So I would feel better walking this road if I were accompanied with a male friend.”-

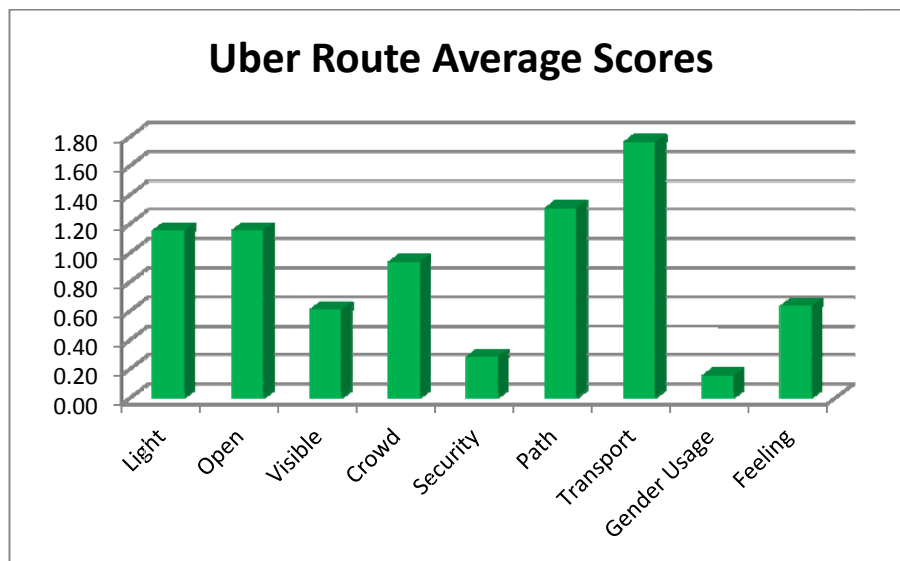
a couple walking the road at the Palam bus stop

Route 3: Shantiniketan Bus stop to Inderlok Metro Station

- Bus stops covered: South Moti Bagh, Moti Bagh Gurudwara Nanakpura, Dhaula Kuan,
- Metro stations covered: 3 in all - Jhandewalan, Pratap Nagar, and Inderlok
- Bus routes traversed: Route no. 442
- Metro ride: Pratap Nagar Station to Inderlok metro station
- Auto ride: Dhaula Kuan bus stop to IP Gas Pump
- Gurgaon-Naraina Subway



KEY FINDINGS



Physical Infrastructure: Metro stations were absent on huge stretches of the entire route; they were only found on the route from Pratap Nagar to Inderlok. There was very less frequency of DTC buses plying on this route. Public toilets were absent for women and people with disabilities. The Walk paths all along the outer ring road stretch beginning at Dhaula Kuan up to Maya Puri where in poor

condition. Further down the route from Moti Nagar via Zakhira to Inderlok also has very poor walk paths, in most places, especially in Zakhira the walk paths are absent and pedestrians have to walk on the main road with the motor vehicles.

Lighting and visibility: While the bus stops were poorly lit; some of them were well lit due to digital advertisements. The visibility was further restricted by the winter smog. An obscure and unmarked bus stop just off the flyover at Dhaula Kuan is only lit by street vendors and only had men on the bus stop. The bus stops in Naraina, Kirti Nagar, Maya Puri, Moti Nagar, and Inderlok were deserted and had very poor lighting. The Zakhira Bus stop was also poorly lit and had only men at the stop.

The metro stations were fairly lit but the boundaries and parking lots were dark. At Kirti Nagar the area just outside the Station has garbage dumps and men urinate openly on the pavement. The Inderlok Metro Station has multiple entrances and the area under the Metro station is poorly lit and had some men standing around. The whole stretch from Dhaula Kuan up to the Naraina Flyover is poorly lit. The stretch has minimal street lights, very few bus stops.

Accessibility: The physical infrastructure in general, was non-accessible and non-inclusive for women and other vulnerable groups. There were no ramps and footpaths and pavements were either poorly maintained or were under construction. The stretch from Dhaula Kuan to Naraina has very poor walk paths the paths have potholes and also has dense bushes around reducing the openness of the space. The Bus stop after the Dhaula Kuan Flyover is not marked.

Gender Usage of spaces: The gender usage of spaces was somewhat diverse. There were mostly male passengers, street vendors and auto drivers. There were also some middle aged working women waiting at the bus stops, inside the metro stations and outside the metro stations for private cabs. Families of homeless people were seen sleeping outside Pratap Nagar and Inderlok metro stations. The gender usage on the outer ring road is not diverse, in all the spots the female auditors were the only women on the road, bus stops and gas stations. A lot of men stared at the female auditors as they got down from the cab to conduct the audit in Zakhira.

Visible policing and police patrolling: Check posts were mostly absent and 4 PCR vans were observed patrolling near the MotiBagh Gurudwara Nanakpura bus stop and Inderlok metro station. CISF officials were seen inside the metro stations. The Gurgaon-Naraina subway was guarded by a contractual worker. The last police patrol on a bike was observed before the Dhaula Kuan flyover from here on the auditors saw no police patrols till the Kirti Nagar Metro Station which had police

"The urgent need is for a greater investment in public transport; if there will be a greater frequency of buses, we need not rely at all on private cabs; one cannot trust these cabs; you never know what's in store for you. But what should I do? I am the sole bread winner of my home; therefore, have to travel by this route everyday for work; wait for my bus and deal with all the chaos and fear of being unsafe. Frankly, I have to constantly remind myself – "All is well; I will be safe"

– A woman coming back from her workplace at Noida, travelling in a bus, till Dhaula Kuan bus stop, 9 p.m.

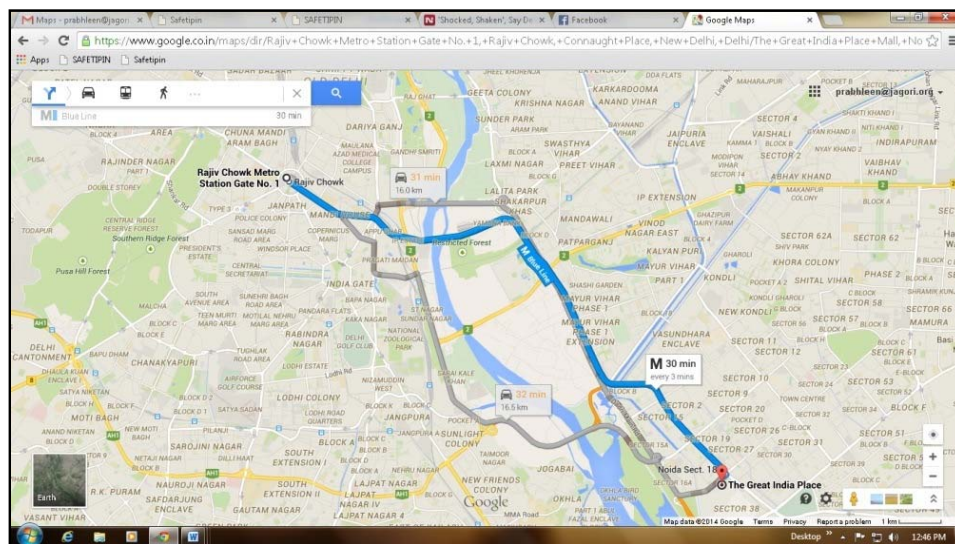
inside the station and not outside. The Delhi Cantonment area was also not policed. At Zakhira we saw no guards or police patrols. The area had a deserted look and only had one auto and a few male pedestrians. The auditors then found police presence at the Inderlok Metro station who were inside the station. The areas under the metro station had no police.

Public Messaging: The sign boards for directions were clearly visible on the ring road stretching from Kirti Nagar - Naraina (Industrial area), Dhaula Kuan Passage, Dhaula Kuan complete stretch, MotiBagh and New MotiBagh. The emergency helpline numbers were found to be displayed inside the bus running on route number 442 and metro from Pratapnagar till Inderlok metro station on the route. The hoardings at the bus stops had more of corporate advertising than public messaging. The bus stop after the Dhaula Kuan Flyover had no signage, we stopped to ask the men standing there and they told us that it was a bus stop.

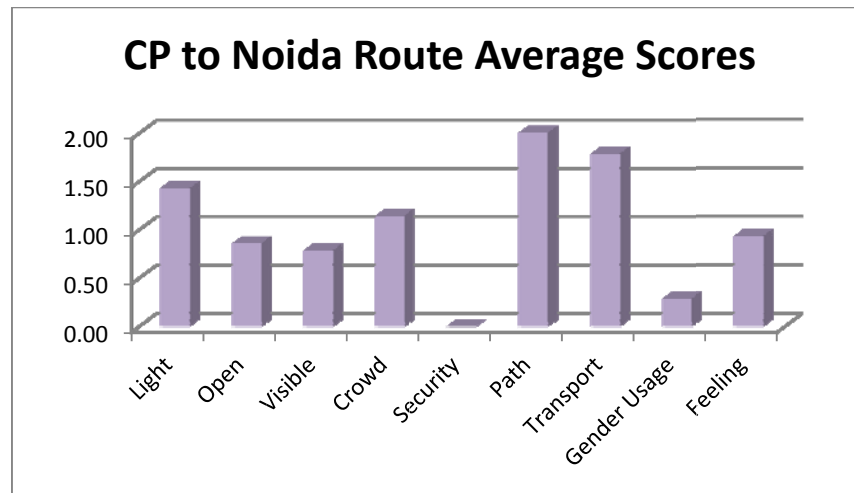
The 'Last mile' Connectivity: With the increasing time, there were very few autos and rickshaws outside the metro stations. No metro feeder buses were seen. On the outer ring road no autos stopped when we tried to hail one. At Kirti Nagar Metro Station there were Rickshaws that were going to Kirti Nagar and Moti Nagar.

Route 4: CP- Rajiv Chowk Metro Station Gate No.1 to Noida Sector 18 and a side route to Baba Kharak Singh Marg

Area profile: The observations for this route are drawn from the conversations within the metro, and at the metro stations of the DMRC Blue Line, as well as from safety audits conducted from Rajiv Chowk to Deen Dayal Upadhaya Marg towards Vikas Marg, and then to the Noida Link Road. In this route, we covered 15 bus stops and 13 metro stations.



KEY FINDINGS



Limited access to last mile connectivity

Last mile connectivity from the metro stations was seen to be a concern. Women felt uncomfortable and faced issues while traveling from bus and metro stops to their home as part of their regular commute. Women noted that they often times had to rely on safety strategies (i.e. using their cell phone or pretending to use it, getting male family members for escort; choosing safe options like shared auto rickshaws rather than a single ride commute). For instance, several interviewees indicated that they rely on male members of their family to pick them up from metro stations at night. Additionally, easy access to rickshaws, both in the morning, and in the evening is an issue for those who travel by metro. For instance, at Mayur Vihar Extension, auto drivers noted that police sometimes chase them away and don't enable them to wait outside the metro station. Near the Mayur Vihar - I station, one woman noted that in the morning it is difficult for women to find auto rickshaws in the colonies to take them to the station.

Inadequate provision and maintenance of safe and accessible public toilets

The presence of toilet infrastructure varied across the routes that were reviewed. Only Rajiv Chowk metro station had toilets within the precincts of the station, and although one commuter who was interviewed had used it in the evening, she pointed out that it was quite dirty: "There are long queues for them and they are very dirty so I try not to use it." As noted, at other metro stations, such as Yamuna Bank, toilets were actually located outside of the station. Additionally, there were toilets in public places like Connaught Place and on the main road near the Akshardham bus stop. While the CP toilet for women and men was adjacent to each other, there was no security guard. Due to lack of privacy, women hesitated in using the toilet often. Also, the timings for

"I worry while standing on the bus stop waiting for the bus. Since there is a much lower frequency of bus later at night, I sometimes have to wait on a completely deserted bus stop for several minutes and that's scary."

a young woman at Mayur Vihar Phase I bus stop

the public toilets was not very clear. The toilet at Akshardham was reported to be open till only 6.00 pm in the evening.

Desolate bus stops

During the safety audits, it was discovered that the time between one bus to another was very long. We waited for about 15 minutes to get on a bus but didn't find the frequency to be adequate. Additionally, some of the bus stops were found to be unoccupied, increasing potential discomfort and lack of safety. Some of the bus stops did not have any information on the routes covered or even its name displayed. The design of the bus stops was another major issue. Some of the bus stops were covered from behind leaving some space between the seat and the rear back of the bus stop. Women reported that they fear that someone might be hiding behind the bus stop and therefore they prefer to stand rather than sit at bus stops.

"I am waiting for my husband to pick up. I avoid taking an auto by myself as I am not comfortable sharing an auto. You don't know who's with you and why."

A middle aged woman at Yamuna Bank metro station

Lack of safe and gender sensitive public infrastructure

Street lights on the entire stretch varied. While some of the areas were well lit, some were completely dark. One of the reasons for this is that many light poles were found to be covered with trees. There also was enough light on the street but not on pavements. For instance, the pavement outside ITO metro station towards the Delhi Police Headquarter did not have any high mask light and was therefore very dark. Some of the areas were lit up due to the advertisements on the streets. Interestingly while on one side of the road would be well lit because of the hoarding the other side is pitch dark due to the lack of the same.

Secondly, the usage of space varied the feeling of safety for women. Some dark alleys were reported to be used as spaces where group of men are engaged in drinking publicly. These are largely the back sides of the office buildings. Parking lots were dark or had light from the neighboring shops or restaurants. Women reported that they usually feel uncomfortable at night in walking toward the parking lot because often men are loitering around or are seen engaged in drinking. Some of the homeless women on the streets on Baba Kharak Singh Marg said that they had no access to secure shelter, they have been on the pavements for the last thirty years; the presence of several people on the street, lighting and access to public toilets was there.

Lack of visible policing/security

At the time of the audit, on some routes the level of police presence varied greatly; for instance, on the route to Noida, many police were seen on bus stops along Vikas Marg, but the number decreased as we approached the Mayur Vihar. On another route, a single PCR van was not found to be patrolling the area until reaching Noida. Some PCR vans were stationed outside the metro stations but were not found on patrol during the time of audit. For the most part, emergency helpline numbers were not seen during the audit at bus stations. It is possible that they were present - but even if this was the case - this is indicative of the fact that they are not easily visible.

KEY RECOMMENDATIONS

1. Plan public spaces for activity and diverse usage

Our audits show that the single biggest factor that would make women feel safer is the presence of other women in public spaces. In order for this, many steps have to be taken to change the male dominated nature of public spaces in Delhi. One of the most important steps is to plan spaces for more activity on the streets such as vendors, stalls etc., including women vendors. Areas around bus stops should also have activity so that there are people all the time. The urban design principle "eyes on the street" posits that having people and road facing shops, etc. ensures that public spaces are watched by people who are invested in keeping the streets well used and safe. There should also be more ways by which women are consciously encouraged to use public places such as having more women drivers, conductors, police, vendors, shop keepers and others on the streets.

2. Lighting and provision and maintenance of public infrastructure

Our audits have demonstrated that lighting is a very important factor in making women feels safer in public spaces. The provision and maintenance of public infrastructure goes a long way in making the space safe, accessible and friendly. As observed, unlit and secluded areas are avoided. So, measures must be taken to ensure that streets lights are installed with their light falling on the footpath. High mask lights should be installed especially at critical junctures in public places. Further the system of fixing lights that stop working should be made more responsive and efficient. Similarly other infrastructure such as pavements should also be well maintained; trees should be regularly trimmed so that they do not block the lighting onto the pavement.

Ramps and hand rails though have been installed are unusable and need constant checks for usability and access for the disabled. There is need to ensure there is no obstruction on tactile pavements for access and movement for the visually challenged.

3. Design of bus stops

It should be mandatory for all bus stops to clearly display the name, bus routes number and emergency helpline numbers. Display of information is highly likely to be used at the time of emergencies in situations of emergency. Hence clearly visible, illuminated emergency contact information must be added at bus stops. Many bus stops also did not display the information of the bus routes at night, so it is also necessary to ensure the presence of this information at all bus stops. Secondly, setting up of kiosks, preferably open round the clock would enhance activity around the bus stop therefore making it more comfortable to access. By adding electronic announcements of the timings of the next arriving bus and trains, women can choose to wait for that time or opt for another means of transport. An audio-visual announcement would also ensure that the bus stop is disability-friendly.

4. Explore gender sensitive options for improving last mile connectivity

Policies on allowing rickshaws and autos to congregate near metro stations must be reviewed and they could be made more systematic, user friendly and well monitored. Means for improving access to transportation in neighborhood and colonies should be explored. Additionally, adding pre-paid auto stands at high-use metro stations would help reduce discomforts associated with travel during the last mile. After dark, a "between stops" programme could be introduced on public buses, where women passengers on their own can ask for the bus to be stopped closer to their home and not only at prescribed bus stops. For the

last mile connectivity, it also crucial to note that while the metro has enabled women to independently traverse long distances at night, the last lap continues to be daunting. It is recommended to have a person employed and posted at the exit who allots slips and notes the numbers of cycle rickshaws and autos that women take pre 8am and post 8 pm when they exit from the metro.

5. Improve access to clean and safe public toilets/bathrooms for women

Ensuring that the public toilets are not just available but are regularly maintained and monitored is essential. It is also important that security measures need to be checked outside the public toilets. Display of duty in-charge should be made mandatory along with the timings of the same. Some of the public toilets should provide around the clock service also.

6. Security measures need to be scaled up in winter

Our audits and other studies done show that the presence of police in public spaces increases the confidence and feeling of safety of women and others in cities. During this audit, we noticed that the number of women and people in the streets goes down in winter due to the cold and early nightfall.

Security on the streets improves in large measure with a vibrant street life, this simply does not exist in New Delhi, much less in winter and this needs to be taken note of. Mumbai in contrast does have a vibrant street life, something working people see as a need, street corner food stalls where working men can eat an affordable meal, hawkers, vegetable vendors and the ability to hail a cab, all contribute to a sense of security making it possible to walk home after a hard day's work or commute by public transport. **The obvious recommendation for this would be to suggest that security measures need to be scaled up in winter with more vigilant police on the beat.**

7. Realizing women's access to Safe Transit (Transport)

The recent Uber rape case in the capital has returned the national focus to state accountability around concerns of women's safety in the city. With several cases of reported sexual assault and violence over the last four years have led to some reactionary but short term policy measures by the state and its law enforcement agencies. Despite these efforts, the increasing rate of crimes against women and girls in public spaces has resulted in impediments to women's access to freedom of mobility in the city. In response, we suggest a six point agenda for implementation.

a) Institutional Accountability Measures

The State must develop standard gender sensitive protocols for all forms of transport (both public and private transport) adopting a zero tolerance policy towards ending violence against women. Institutionalized through a common certified regulatory authority, these protocols must be based on relevant legal frameworks and mandate compulsory registration of buses, taxis and autos and their staff including contractual and permanent drivers. Compulsory installing of GPRS and GPS systems and audio-visual display of emergency helpline numbers, driver's identification and overall service standards to be made mandatory and monitored regularly in all public and private transit mediums. The common regulatory authority to institutionalize an internal monitoring mechanism and grievance redressal system aligned to the law enforcing agencies of the state.

Further, the fact that there have been internet based service providers such as Uber, Ola and others, providing cab services through internet, call centres or mobile Apps, and are 'not registered' in India, must be made responsible to undertake mandatory background checks on the drivers and ensure that all cars provided for public transport by them are fitted with GPS and follow all other regulations under law. As has been noted, Uber claims to be an "aggregator" and not a transport service and hence may be not liable under law to do background checks on drivers, they claim to put commuters in direct touch with the driver and the vehicle and hence they claim that the commuter is liable to do their own checks.

b) Increase Investment in Public Transport

Safe, round-the-clock public transport services including 24/7 pre-paid taxi and auto booths and metro services to be made available at major transit junctions around the city. The audio-visual display of transit routes of state buses must be made mandatory at bus terminals, bus stops and inside buses. Public awareness messaging in all transit services to raise awareness on women's safety and encourage citizens initiative to intervene and deter perpetrators of violence. State must invest and support the initiatives of up scaling the recruitment and subsequent training of women as drivers. All public transport staff should undergo regular and systematic gender trainings and must be prepared to take appropriate measures to address incidents of sexual harassment and assault.

c) Incorporate Women's Voices in the Planning Process

State agencies must institutionalize a consultative process for developing policies, monitoring and gender audits. Regular consultations with groups of experts, with women's groups, targeted surveys of female passengers are to be undertaken.

d) Collect Gender-Disaggregated Data to Improve Transportation Services

A comprehensive database including gender-disaggregated data on transportation patterns, taking into account the times and places at which women travel, among other tangible factors to be institutionalized by the State. This data would greatly assist both the state, as well as private agencies, in carefully determining the provision of special services for women, such as shuttles for university students and late night cabs for working women. Affordable and safe transit services should be equally made available to women who live on the fringes of the city and in far away community settlements.

e) Adopt a Holistic Approach

The State must adopt a holistic, multi stakeholder approach to women's safety and mobility in the city. This has to incorporate social and physical design strategies, security measures and information of available redressal services. A multi stakeholder interaction including urban planning authorities, law enforcement agencies and other neighbourhood safety mechanisms should work towards creating architecture of safety across the city. Policies on allowing rickshaws and autos to congregate near metro stations must be reviewed and they could be made more systematic, user friendly and well monitored. Means for improving access to transportation in neighbourhood and colonies should be explored. Additionally, adding pre-paid auto stands at high-use metro stations would help reduce discomforts associated with travel during the last mile. After dark, a "between stops" programme could be introduced on public buses, where women passengers on their own can ask for the bus to be stopped closer to their home and not only at prescribed bus stops. For the last mile connectivity, it is also crucial to note that while the metro has enabled women to independently traverse long distances at night, the last lap continues to be daunting. **It is recommended to have a person employed and posted at the exit who allots slips and notes the numbers of cycle rickshaws and autos that women take before 8am and after 8 pm when they exit from the metro.**

f) Install Illuminated Emergency Contact Information at key bus stops, metro stations and public spaces.

There is a need to ensure that the women's helpline number is sufficiently displayed in these locations, in an illuminated manner, so that such important information is clearly visible at night. Such information should also be included on all bus and metro tickers, on every route and stand, as well as outside police stations (it was observed that even the police HQs at ITO had huge ads outside its premises, but no such meaningful advert.). There is need to mandate clearly visible, illuminated emergency contact information must be added at bus stops.

8. Public Messaging

There is need to ensure city wide campaigns and information on services of the state to diverse stakeholders and citizens and build a culture of respect and no tolerance to violence and sexual harassment. Encouraging bystander responses is also crucial.

The 'golden hour' - A concept well known to medicine, it needs to be introduced in the matter of safety in public spaces. Prompt assistance, alarm systems, response systems, can go a long way for ensuring the safety and security of women in public spaces. This can begin with public messaging, such as the availability of help lines , public call booths with dedicated numbers for calling the police, and tickers displaying continuously on public high rise buildings, giving the numbers of help line would also go a long way. **Adopt public messaging on electronic and print media conveying information on available services regularly.**

9. Funding

Women themselves have the highest stake in preventing and addressing violence against them, as an innumerable amount have encountered violence of a sexual nature at some point in their lives in public spaces. **Hence there needs to be funding for NGOs addressing issues of violence against women, which includes crisis centers, help lines, legal aid clinics, shelters, emergency response systems and other important resources.**

10. Increase the Number of Women Drivers

It is important to increase the number of women drivers working in public transportation. Therefore the state must expand investment in programmes that will train women drivers for public transport. This should include:

- Licensing processes be made gender sensitive – poor women living in bastis often do not have any address proof or even education proof as girls' education is never valued – an alternate set of documents will need to be made acceptable to ensure women can apply for licenses.
- A single window system be made available where women applicants could go for trouble shooting for getting licenses made.
- More women driving instructors are needed to be hired.
- There needs to be a minimum reservation quota for ensuring women drivers to get jobs in public and government transport.
- Special subsidies and schemes need to be made available to women to encourage women drivers to buy their own cabs/vehicles and run it on a commercial basis.
- A critical support service for women drivers is access to safe and hygienic public washroom facilities.

Select photographs from different routes on the Safety Audit

Route: Connaught Place to Mayur Vihar



Speaking with a policeman



A back alley in CP



The homeless at Hanuman Mandir



CP to ITO – snapshot of a footpath and street



ITO- darkness outside the Delhi Police Headquarters

Route: Munirka to Mahipalpur



Bus stop at Malai Mandir

Route: Civil Lines to Jahangirpuri



Speaking with women passers by at Civil Lines



Broken wall at the Kamla Nehru Ridge



Dim Deserted street at Kamla Nehru Ridge



Handcarts on the footpath at Malkagunj



Parked cars and autos obstruct visibility and movement at Malkagunj



Shriram Institute Bus Stop



Unlit bus stop and obstructed light at Hindu College Bus Stop

Route: Shanti Niketan to Interlok



Panic switch in cab



Defence Officer's Enclave Bus Stop

Defence Officer's Enclave Bus Stand



Defence Officer's Enclave Subway



Homeless outside Pratap Nagar Station

COLLECTIVE EFFORT OF ORGANISATIONS, INDIVIDUALS AND EMINENT WOMEN LEADERS

- Indira Jaising (Former Additional Solicitor General and Director Lawyers Collective), Kavita Krishnan (AIPWA), Pamela Philipose (Senior Fellow, ICSSR), Vrinda Grover (Snr. Advocate - Supreme Court), Kiran Shaheen (Activist), Annie Raja (NFIW), Bijaylakshmi Nanda (Miranda House), Meenu Vadera (Sakha), Kalpana V and Suneeta Dhar (Jagori)
- Pooja Mehra, Ankit, Padmakshi, Devi Bannerjee, (Azad Foundation and Sakha), plus 9 women drivers from Sakha,
- Anjalee Aggarwal and Dr. Chakravorty (Samarthyam),
- Pramod, Praveen and Vishnu (Action India),
- Japleen and Shobha (Breakthrough),
- Pramod, Babita Chopra, Jitendra (CFAR),
- Lavanaya, Pavel and Faraz (CHSJ),
- Bindu (Lawyers Collective),
- Bhanu and Tripti (WFS), Kusum (SNS), Rashee (Safetipin), Paromita (Shiv Nadar University)
- Ekta (Nirantar), Aakriti, Nupur Rai, (Kamla Nehru College), Shreya (Reclaim the Night),
- Praveena, Shruti, Anubha, Ashley, Prabhleen, Dustin, Geetha, Sarita, Himani (Jagori)
- Coordinated by Jagori and Safetipin



JAGORI
B-114, SHIVALIK, MALVIYA NAGAR
NEW DELHI-110017
Tel:011-26691219/20
jagori.org/safedelhi@jagori.org



SAFETIPIN
M13/31 DLF Phase2, Gurgaon, Haryana
122001
info@safetipin.com
0124 4033075