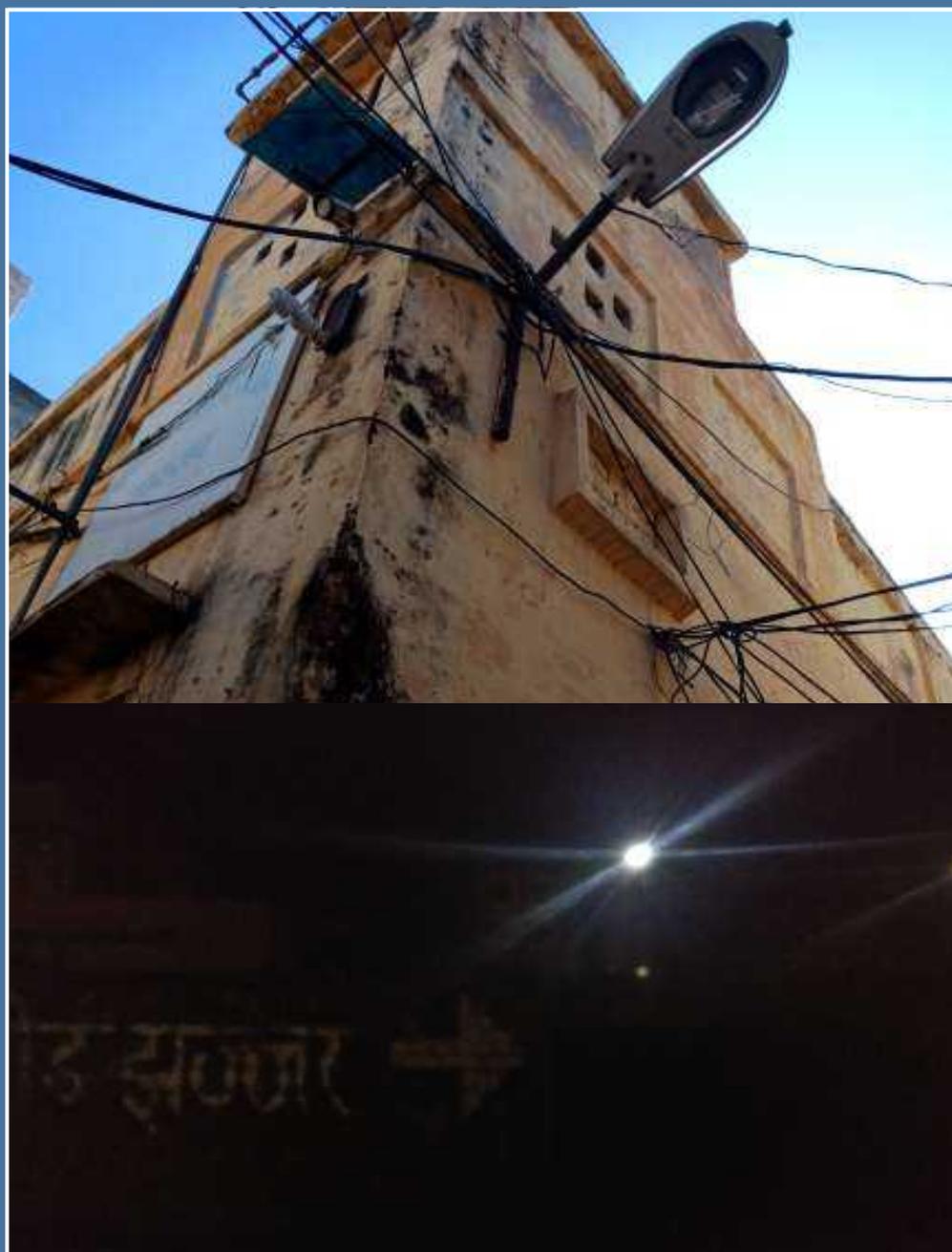# A Rapid Study on Women's Safety in Public Spaces in Jhajjar, Haryana

March 2018

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Women's Safety in Public Spaces
in Jhajjar, Haryana
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Acknowledgements

Contents

Section I: Introduction

A. Background to the Study

Haryana is among the most prosperous states in India, spread over an area of 44,212 sq. kms. It was carved out of the former state of East Punjab on 1st November 1966 on a linguistic basis. The state is one of the most economically developed regions due to its agricultural and manufacturing industries. It currently has six divisions and 22 districts.

The two districts chosen for this project, Rohtak and Jhajjar are known to be the heartland of Haryana. In July 1997, Rohtak district was bifurcated into two - Rohtak and Jhajjar districts. They are both located in close proximity to Delhi.

Women and Girls in Haryana

Gender-based discrimination can be found throughout India: girls and women face discrimination in terms of education, job opportunities, health and nutrition, protection from violence, abuse and exploitation and others. Girls are often regarded socially and culturally as dependents and not seen as autonomous. As a result, families choose to invest in sons, resulting in a skewed sex ratio in children aged 0 to 6 years. There are 919 girls for every 1,000 boys according to the 2011 Census.[1] Despite being one of the wealthiest states in India with a per capita income (at current prices) of Rs. 1.06 Lakhs (2011-12), the state of Haryana had the lowest child sex ratio in the 2011 Census (834 versus the national average of 919).

Due to social and gender norms prevalent in society, there is need to empower girls and women to create an enabling environment and ensure they do not suffer from discriminatory harmful practices.

Indicators on women's and girls' situation in Haryana reveal a mixed picture. The state continues to do poorly versus the national average on sex ratio. At the same time, on indicators related to uptake of health and education services, women and girls do better than the national average. However, on key indicators of economic empowerment and violence against women, the state continues to fare worse.

Selected indicators from National Family and Health Survey (NHFS 4) 2015-2016	Haryana[2]	National[3]
Sex ratio (females per 1,000 males)	876	991
Sex ratio at birth (females per 1,000 males over last five years)	836	919
Women who are literate	75.4%	68.4%
Men who are literate	90.6%	85.7%
Women with 10 or more years of schooling	45.8%	35.7%

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[1] Source: http://www.census2011.co.in/sexratio.php
[2] http://rchiips.org/NFHS/pdf/NFHS4/HR_FactSheet.pdf
[3] http://rchiips.org/NFHS/pdf/NFHS4/India.pdf

Women age 20-24 years married before age 18 years	19.4%	26.8%
Women age 15-19 years who are already mothers or pregnant at the time of the survey	5.9%	7.9%
Current use of any modern method of family planning	59.4%	47.8%
Women whose Body Mass Index is below normal	15.8%	22.9%
Men whose Body Mass Index is below normal	11.3%	20.2%
Women who worked in the last 12 months who were paid in cash	17.6%	24.6%
Ever-married women who have ever experienced spousal violence	32%	28.8%
Women having a bank or savings account that they themselves use	45.6%	53%
Women having a mobile phone that they themselves use	50.5%	45.9%
Women age 15-24 years who use hygienic methods of protection during their menstrual period	78.4%	57.6%

According to the National Crime Records Bureau (NCRB), the total number of reported crimes against women in Haryana rose from 9010 in 2014 to 9511 in 2015 and 9839 in 2016.[4] The number of reported rape cases rose from 1070 in 2015 to 1187 in 2016; sexual harassment under Section 354A of the Indian Penal Code rose from 688 in 2015 to 699 in 2016. Registered cases of assault on women with intent to outrage her modesty came down from 1886 in 2015 to 1860 in 2016; stalking from 338 in 2015 to 321 in 2016 and cruelty against the husband or his relatives under Section 498A of the IPC was 3313 in 2016 as against 3525 in 2015.

Project Vision

The Government of Haryana and UNICEF are working together, with support from the Chief Minister's Good Governance Associates (CMGGA) programme, on selected, time-bound initiatives (2017-19) for empowerment and increased participation of women and girls in two districts (Rohtak and Jhajjar). The aim is to build viable models that can be implemented across the State of Haryana.

As part of this initiative, Jagori and Safetipin undertook a rapid assessment on perceptions with regard to safety of women and girls in public spaces, and to identify perspectives and strategies that would guide further designing of interventions in three cities of Haryana – Bahadurgarh, Jhajjar and Rohtak. Moving forward, the idea is to build partnerships for creating an enabling safe environment for greater mobility and participation of girls in public spaces, without any fear of violence.

B. **Objective of the Study:**

- To gather data about experiences and perceptions about sexual harassment in public spaces faced by women/girls
- To explore perceptions of different groups of citizens and diverse stakeholders around the issue of sexual harassment in public places of women/girls

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[4] Source: http://ncrb.gov.in/ Table 3A.1

C. Methodology

This study was conducted in Jhajjar and Bahadurgarh urban areas between December 2017 and January 2018. Four tools were used to gather qualitative and quantitative data on women's experience of sexual harassment in public places and perceptions of different stakeholders in the community on the issue. The tools used were Focus Group Discussions (FGD), Key Informant Interviews (KII), safety audit walks and Safetipin Nite using the SafetiPin App.

1. Focus Group Discussions (FGDs):

Wards were selected on the basis of meetings held with ward councilors of Jhajjar and Bahadurgarh. It was decided to conduct FGDs with groups of men, women and youth in each of the three towns. The suggested ratio of youth was 6 girls to 4 boys; however, this ratio was not maintained in all cities. FGDs were conducted in wards where the councilor appeared most responsive to issues of women's safety. There was an effort to include participants of various ages belonging to different sections including migrants, workers, students, and homemakers.

Wards selected were as follows:

Ward Numbers	Jhajjar	Bahadurgarh
Men	15	9
Women	1	24
Youth	5	15

FGDs offer valuable insights into perceptions, attitudes and biases among respondents on an issue. In the context of this rapid study, 6 FGDs were undertaken, with different groups of men, women and youth to understand similarities and differences in their perception and experience on women's safety and sexual harassment in public places. Participants also shared some factors that contribute to sexual harassment and ways in which this issue can be addressed. A semi-structured guideline was used to facilitate discussions that lasted for approximately forty-five minutes to an hour. The FGD tool can be seen at Annexure 3.

Below are details of the FGDs undertaken (Table 1)

Cities	Men		Women		Youth	
	Number of Participants	Profile	Number of Participants	Profile	Number of Participants	Profile
Jhajjar	8	18-36 years	13	22-60 years; Homemakers	9 (4 boys and 5 girls	20-26 years; School teachers, unorganised sector workers
Bgarh.	11	22-62 years; Migrant workers	11	21-55 years; Teachers and Homemakers	9 (5 boys and 4 girls)	16-17 years; School and college students

2. Key Informant Interviews (KIIs)

The Key Informant Interviews were used to have in-depth discussions with service providers such as; district administration and police in each of the three towns. Other key stakeholders interviewed were those who were knowledgeable about the concerns of women and girls such as angawadi workers, auto union president and principal of a girls' college.

A key informant interview is a useful tool to highlight the voices of key stakeholders, who have experience and knowledge on a particular issue. For this study, individuals who interviewed comprised officials at the district administration level, police personnel, college principal, an anganwadi supervisor and an auto union official. A total of 8 KIIs were conducted in the 2 towns/cities using a semi-structured questionnaire. Each interview lasted approximately for an hour. (See Annexure 4 for KII guidelines. Details of the respondents interviewed can be found in Annexure 1, Table A.)

3. Safety Audit Walks

For the Safety Audit Walk, routes were selected to include important public areas in the city, especially those that women and girls do frequent or are more likely to frequent.

The objective of the safety walk is to identify locations that women/girls find unsafe and where they experience fear and feel threatened. The walk is transactional in nature and the audit team observes the spatial layout based on the following parameters; lighting, physical infrastructure, public transport, last mile connectivity, security and policing, gendered usage of space, eyes on the street and public messaging. The observations from the safety walk help in identifying key concerns that women/ girls face and how they can be addressed.

The audit team included 31 persons – women and men from the community, teachers and students of women's colleges, social service organizations, and officials of government departments –who accompanied members of Project Jagriti (Government of Haryana) and Jagori. The safety audit benefited from the observations, knowledge and experience of the local team and provided a sense of ownership.

In all, seven routes were selected, 3 in Jhajjar, and 4 in Bahadurgarh. To see the guidelines for the Safety Audit Walk, refer Annexure 5.

4. SafetiPin Mapping: SafetiPin Nite

SafetiPin, is a map-based mobile phone and online application, which works to make communities and cities safer by providing safety-related information collected by users and by trained auditors. At the core of the app is the Women's Safety Audit. A Women's Safety Audit (WSA) is a participatory tool for collecting and assessing information about perceptions of safety in urban public spaces. The audit is based on nine parameters – Lighting, Openness, Visibility, Crowd, Security, Walkpath, Availability of Public Transport, Gender Usage and Feeling. Each of the nine parameters is rated 0/1/2/3 with 0 being the poorest and 3 the best. The coloured pins on the map reflect the overall rating with red showing poor, yellow showing average and green showing a good score for the location.
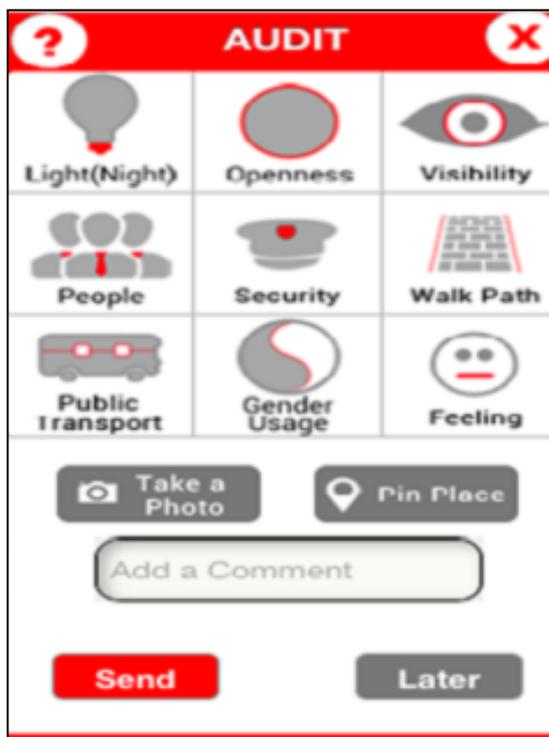
Figure 1: Safetipin App (parameters)
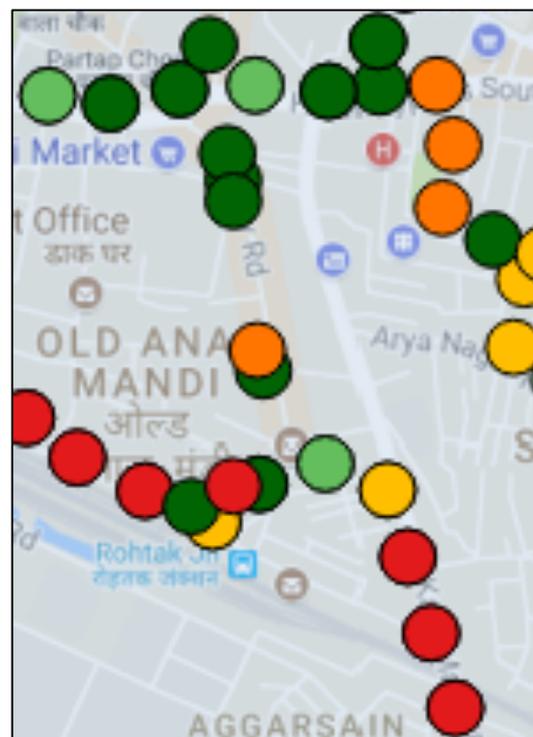
Figure 2: Safety scores on the map

In the 3 towns combined, a total of 1018 safety audit pins were generated using the Safetipin app covering a stretch of 61 kilometers. To comprehend the map and graph better, it is important to note that the Safety Score of a point indicates the perception of safety around a particular location. Each audit point is a number between 0 and 5, 0 being Poor i.e. Very Unsafe and 5 being Excellent in terms of overall safety. The pie chart specifies the percentage distribution of pins in each range.

D. Safe Cities: Concept

A 'safe' city is not just a city where women and girls live their lives free from sexual violence and harassment, but also from any fear of experiencing such violence or harassment.

Women's safety is rooted in the concept of:

- Women's right to the city and right to safety at all times
- Right to a political voice in urban governance and equal citizenship
- Right to autonomy, mobility, bodily integrity and freedoms
- Right to plan and imagine city-spaces, infrastructure, public provisioning and access to effective redress systems
- Right to decent employment and livelihoods

A SAFE CITY FOR WOMEN AND GIRLS IS…

- ✓ A city where women and girl s can enjoy public spaces and public life without fear of being assaulted.
- ✓ A city where violence is not exercised against women and girls in either the home or the street.
- ✓ A city where women and girls are not discriminated against and where their economic, social, political, and cultural rights are guaranteed.
- ✓ A city where women and girls participate in making decisions that affect the community in which they live.
- ✓ A city where the state guarantees the human rights of all people without excluding women and girls.
- ✓ A city where the state and local government take actions to provide attention, prevention, and punishment for violence against women and girls.
- ✓ A city where the state and local government guarantee women and girls' access to justice.

[Source UN Women, Safe Cities Module]
http://www.endvawnow.org/uploads/modules/pdf/1304107021.pdf, pg 6-7

Women's diverse experience of city life is affected by gender based discrimination and sexual violence in both public and private spaces. Patriarchal social norms, structural and institutional inequalities and gender hierarchies underpin violence against women and girls. With rapid urbanization and development of smart cities, contemporary urban designs and budget allocations are plagued with poor implementation. The lived realities, voices and entitlements of diverse communities living on the margins continue to be excluded - women from ethnic, minority communities, migrant women workers, street vendors, construction workers, women with disabilities, homeless women and other groups.

The vision of the New Urban Agenda is that cities must be more equal, inclusive and accessible for all. ***It is crucial that the city is seen through the eyes of women in their full diversity. And further, city planning should have an intersectional lens to factor in women's specific and differential needs.***

Jagori has pioneered the development of the initial architecture and strategic framework for implementation of safer cities in the state of Delhi, since 2004. Since 2009, in partnership with UN Women, UN Habitat, Delhi government and other partners, the focus has been on scaling up the Safe Cities model. This initiative has since expanded, encompassing numerous issues through public outreach, community action, research and education, capacity development of civil society and state agencies on gender inclusive methodologies to address gender gaps on women's safety. We continue to advocate for women's rights, as part of the SDG Goals 5, 6, 11 and the New Urban Agenda framework of ensuring gender equality is addressed across all goals (see: www.safedelhi.in).

Section II: Key Findings

The key findings from the various tools used have been compiled city-wise.

A. Jhajjar

Brief profile

Jhajjar, a district in Haryana separated from Rohtak district on 15 July 1997. As per the census (2011), the district has a population of 956,907 with a male population of 54% and female population constitutes 46%. The average literacy rate of the district is 80.83% with male literacy at 89.44% and female literacy at 70.16%. 80% of the population in Jhajjar is engaged in agrarian work.

Discrimination and gender inequality finds legitimacy in Jhajjar due to a patriarchal and feudal culture existing in the society. A strong practice of son preference exists in the district. Women for years have been deprived of basic education, employment opportunities, right to exercise their choice of partner, ownership of property/ land, mobility and so on thus curtailing their growth and overall development. Violence against women is fairly widespread in the district. In 2017, the district recorded a disturbing 70% rise in cases of molestation and 35% rise in cases dowry harassment cases. In 2016, there were 56 cases of molestation registered in Jhajjar which rose to 96 in 2017 while in cases of dowry harassment, a total of 143 cases were registered in 2016 which rose to 194 in 2017.[5]

Known for its skewed sex ratio, it is important to note that there has been a considerable improvement in child sex ratio in the district with the birth of 949 girls against 1,000 boys. At the end of 2016, Jhajjar has witnessed an average birth of 885 girls against 1,000 boys.

Between the period from January to June (2017), out of 262 villages, 101 villages have been identified where the number of girls born are more than the number of boys. Out of these, the sex ratios in 50 villages have crossed the 1,000 figure mark for the first time. 13 villages have recorded the sex ratio between 950 for girls and 1,000 for boys, 78 villages have recorded sex ratio between 800-950 mark while in the remaining 70 villages, the sex ratio stands below 800 girls against 1,000 boys.

Efforts are being made by the district administration to improve the sex ratio in the district through several methods - these include cracking down on private ultrasound centers, nursing homes and touts indulging in sex-determination rackets/female sex selection and running awareness campaigns on the adverse effects of the gender imbalance on society.[6]

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[5] Source: Tribune India- Molestation up 70% in Jhajjar last year. URL:
http://www.tribuneindia.com/news/haryana/molestation-up-70-in-jhajjar-last-year/524972.html
[6] Source: Tribune India- Gender Ratio: Jhajjar district shows signs of improvement, URL:
http://www.tribuneindia.com/news/haryana/gender-ratio-jhajjar-district-shows-signs-of-improvement/445058.html

Findings

In Jhajjar, three FGDs were conducted with groups of men, women and youth. All the participants in the women's group were homemakers; some participants were literate. The youth group had both male and female participants who were mostly employed.

Four KIIs were conducted in Jhajjar that included administrative officials, a police officer and an Anganwadi supervisor.

Three major routes were audited in Jhajjar. The routes included two colleges, a hospital, and the route comprising of the mini-secretariat, the district court and the women's police station.

1. Focus Group Discussions

a) Forms of sexual harassment:

In Jhajjar, women have experienced some form of verbal harassment, which includes lewd and gender insensitive comments being passed. They also indicated that there has been 'inappropriate touching' of their bodies in public spaces and streets. Men in their discussions, while indicating that most neighbourhoods were safe and that some form of harassment does take place, referred more to physical harassment and did not seem to consider verbal harassment as a violation of women and girls' bodily integrity.

"*...here people may pass comments on women while going in the lane but as such there is no unsafe area for women in the neighbourhood.*" (Respondent, men's group)

b) Sites of sexual harassment

Although women said that it could happen any place, they found they were vulnerable in public spaces such as parks, outside paan shops, educational institutes and within public transport such as buses. For them, the perception of threat and fear increases in spaces where men/boys gather in groups, either to spend time, or play cards, consume alcohol/drugs. During the FGD discussions, one group was particularly agitated by the opening of an alcohol shop in their neighbourhood[7] that would result in some consumption in public spaces and create some form of disturbance for them. They found that their mobility gets constrained and they are hesitant to pass by those places. When men get highly drunk, then there would be increased harassment. This particularly impacts younger women and girls.

"Yes, this liquor shop has put an end to our morning and evening walks. Earlier we would go outside for a short while, but now that has stopped." (Respondent, women's group)

"Wherever people take drugs publicly, it becomes unsafe for women. In the park near my home, men play cards. It makes me hesitant to venture there. (Female respondent, youth group).

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[7] Ward 1, Jhajjar

"Vacant spaces covered with trees also create an unsafe feeling." (Respondent, youth group)

In addition, other factors identified for increased feelings of unsafety and insecurity in public was due to poor infrastructure such as - poorly lit areas and vacant spaces, without anyone's presence there. In some parts of Jhajjar, there are large patches of unoccupied agricultural land and women/girls fear going by such spaces. Besides, this, women specifically stated that they felt safe in crowded places, such as the market areas, as there were more people.

c) Reasons for sexual harassment

Both women and men stated that that the reason sexual harassment takes place is due to patriarchal mindsets and attitudes. Some women said that men tend to exercise masculine power in this way; they claim a certain sense of entitlement of the public space. Young men in their discussions also referred to the fact, that young men tend to compete with each other in making themselves noticed and popular and thereby end up harassing young women/girls.

During the youth group discussions, some young men felt that girls/young women actually like to respond to engaging in flirtatious behaviors and that is not harassment. Whereas young women in the same group observed that the young men do not seem to realize that they are harassing them, and women do not like it, nor have given them their consent. There is a grey area between what constitutes a healthy respectful interaction among the two sexes.

d) Responses of family and community

- **Anxiety among women/mothers regarding their daughters' safety**

Older women, in the discussions, emphasized that they have been increasingly been feeling fearful for their daughter's safety. They stated that they have to be constantly vigilant as their daughters may not be so mindful and be able to defend themselves against potential harassers.

"Once when I was returning in a bus from my natal home, a man standing beside me was constantly touching my shoulders. I ignored it the first time, thinking it was a mistake, but when it happened again for the third time, I shouted back at him. A ruckus followed and the bus conductor forced him to get down. Older women like us can fight against such men. But young women lack courage which is why I am concerned about my daughter's safety."

- **A culture of silence around sexual harassment**

The common response was that most often young women/girls suffer harassment in silence, and do not report to anyone. There is a general sense of fear and shame and that they would be subject to scolding by parents and others in the community. Young women/girls did mention that if they spoke out, they would be held responsible for the incident taking place, as they may have perhaps done something to invite attention to themselves. As well, it is not easy, both in terms of the power relations as well as culturally appropriate for them to speak out and confront the harassers. In any case, they said that among the common practices in the community is to get the girls/young women married off as a way to buy security. The notion of honour as a

concept drives this and parents feel compelled to protect them till their marriage, post which she will be taken care of by her husband and in-laws.

Some men who witness harassment said they lacked confidence in directly confronting harassers as they feel there is lack of any support systems for them. For instance, if they intervene, they would become the target and may get 'trapped' with the harassers, while the girl may go/run away and they would get beaten instead.

It's evident that most people do not know how to intervene as bystanders, and the culture of silence prevails all around and contributes to the perpetuation of sexual harassment.

- **Constrained mobility for girls/women**

A running theme seems to be that when women experience harassment and share with family, they are told to stop going out. Their mobility is restricted and seen as the only way for them to feel safe. As such, given the external circumstances and culture, most women said they prefer to be home prior to sunset and dark. In a few cases, it was shared that parents have discontinued sending their girls to schools, if there is experience of harassment. Besides, given the fear of harassment, women also impose self-boundaries. They take recourse to having a male member accompany them, thereby asserting the nature of patriarchal norms.

"I have never ventured out of my home alone. Whenever I do go out, I am accompanied by my brother or father. If no-one is around, I simply do not go out." (Respondent, women's group)

e) Profile of harassers

What seems to come across in all discussions is that *'boys in a group'* tend to harass more easily, than when alone. Standing outside colleges and schools, they hang out and pass comments or stare. Their power is derived from a sense of group and gang solidarity.

Some respondents shared perceptions about harassers being migrant male workers. However, others said that this was not the case - it is not an *inside-outside* issue.

"It is wrong to blame outsiders for harassment. Sister, I will be honest with you. Any man can be a harasser." (Respondent, women's group)

f) Access to redress systems

Given the prevailing social norms, where women as such do not complain of sexual harassment, for fear of being blamed for their lack of safety, few choose to report. They also said that if they talk to the police or others in office, they would be questioned as to why they went out and receive no support. The need to be sensitive to young women was crucial as it would give them support. Generally, for reporting cases and dispute resolution, members go to the Panchayat in Jhajjar. While both women and men knew about 1091 Helpline number, it was the younger respondents who were not aware about it and how to access it. Since sexual harassment does not seem to be reported, the helpline is used mostly, to report cases of domestic and other forms of violence.

2. Key Informant Interviews

Part of the data collection was also to gather responses and experiences of key stakeholders on safety concerns of women/girls. Interviews were conducted with police officials, Anganwadi Supervisor, Municipal Councilor, Auto Union Head and an Officiating Principal of a college. (The details are available in Annexure 1, Table A).

Among the key observations noted were that as per the 2011 Census data, child sex ratio in Jhajjar was less than 800 girls; it has now improved. Women's presence in the public sphere remains low despite their active contribution to both social and economic spheres of life and they work in the fields, markets, and other places. However, their role as workers and homemakers tend to be unrecognized due to gender based discriminatory mindset in society.

> *"When I meet husbands of elected women panchayat leaders, I make it clear to them that women must take their responsibilities and duties as public servants and not be replaced by their husbands. Due to this, the woman elected municipal chairperson of Jhajjar has now gained confidence and become a strong leader in her community."*
>
> – Smt. Sonal Goel (Deputy Commissioner, Jhajjar District)

A common concern that came across was that there are increasing incidents of domestic violence in the city: harassment by in-laws, desertion by husbands, child custody cases and so on. There is under-reporting, as women refrain from filing FIRs due to family and societal pressure and they fear they will be shamed and stigmatized.

Recently, the Jhajjar Police has launched some significant initiatives, including 'Operation Durga' to address the growing cases of harassment. Women police, in civil clothing, keep guard outside school and college campuses, to address sexual harassment and sexual violence. A menstrual hygiene project has been recently planned by the district authorities with SRLM, and the Department of Education in 40 schools: provision of eco-friendly sanitary napkins and trainings on dismantling menstrual taboos and myths.

They respondents mentioned that as a norm, women from certain communities, who are less that 50 years of age, do not access public spaces by themselves. They are accompanied by male members when they go out (husband, son/relatives). It's also not the norm to see women after 7 in the evening outside their homes. Community norms and women's status within society is through regulating their mobility and ensuring they remain protected within their homes. Though domestic violence cases are increasing, the safety concerns of the homes too now is a n issue to be studied further.

Further, they too shared the concerns of most respondents in the FGDs, that lack of public infrastructure such as good street and neighbourhood lighting, toilets for women, inadequate police patrolling, insufficient means of transportation and lack of last-mile connectivity, are constraints on women's mobility.

"Among the challenges we face is that in our Thana (Women's police station), we are under-staffed. With a staff strength of 43, there are 12 men and the remaining 31 are women. Police needs some more vehicles and human resource support especially for investigations".

The other issue articulated was the need to build women's leadership. There is a culture of sarpanch pati, as in the rest of the country. And this needs to be remedied and reversed.

In terms of strengthening support Services for survivors of violence some recommendations included:

- More effective messaging around the helpline numbers is needed. Interestingly, as was the observation in the FGDs, more men/boys are aware of the helpline numbers and safety apps, than are women/girls. This also has to do with the fact that more men are in the public space than women and the advertisements reach them either through the radio, displays in bus stops, etc.
- While, cases of domestic violence are increasing there is need for more support services such as one stop centres, shelters, counselling, etc.
- As well there is need for more mahila thanas and women's desk at all police stations
- The need for regular gender sensitization programmes within schools, colleges, and for all government functionaries, police, etc.
- They also felt that there should be mandatory self-defense classes for girls in schools/ universities
- Parents need to be counseled on how to support their daughters and how to report incidents of harassment/ violence
- Leadership building for Elected Women Representatives (EWRs) and build their awareness about their rights and responsibilities
- Address the purdah system and how women can claim equality

3. **Safety Audit Walks:** The safety audit walks are done along selected routes, with local residents, to examine gaps in infrastructure that cause lack of safety for women/girls. The routes are mentioned in Annexure 2, Table B.

The following points were noted during the safety audit walks in Jhajjar.

a) **Poor Lighting**

The participants observed that there were broken and non-functional lights in several places. Several side streets and residential lanes were lit largely by ambient lighting – such as the lanes near the Maharaja Agrasen College. It was also noted that there are empty spaces with no eyes on the street in plots for instance, opposite the Shri Ganesh Departmental Store and Chikara Chowk. In some locations, the overgrowth of trees blocked the street light.

The walk by the two parks indicated inadequate lighting. While Nehru College had sufficient lighting during the time of the audit, Maharaja Agrasen College had some non-functional lights at the main entrance.

16

Jhajjar: Safety Score
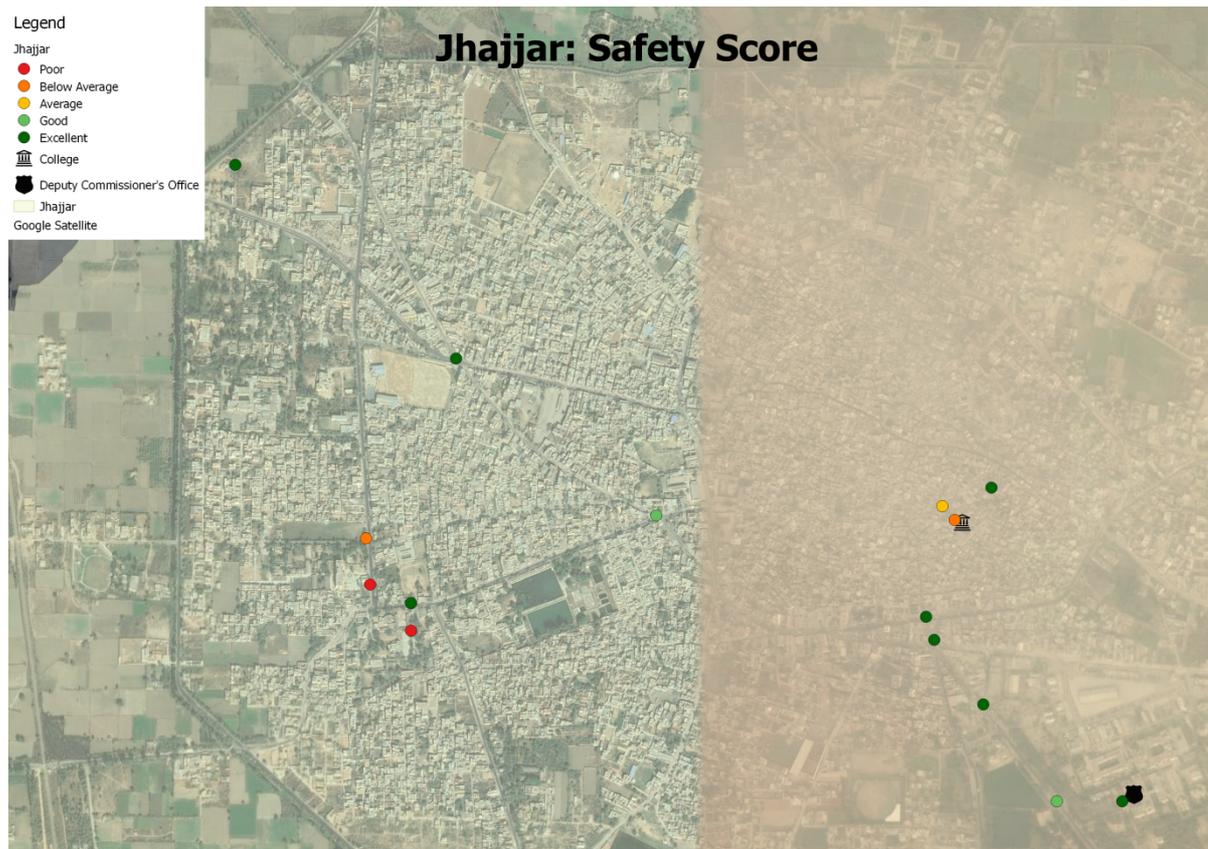
b) Physical Infrastructure

Some of the footpaths were poorly maintained outside Maharaja Agrasen College. The lane leading up to the college too was narrow and crowded all the time. A non-functional CCTV camera was seen outside the CISF gate).

It was also noted that there is lack of public toilets for women in the vegetable markets, and at the women's police station, as well near the Civil road and Chikara road. There was one women's toilet behind the premises of the district court, but it was not being used. Instead women who came to the court used the dark passage that was closer to the district court gate.

c) Transportation

Those students that travel from Talab gaon, Jahaajgad and Silani Gate to Maharaja Agrasen and other nearby colleges have to walk to the bus stand located near the Dadri turning which is at a distance of 30-45 minutes. Electric rickshaws / private autos were used by some students to reach the bus stand, and it becomes an expensive option. Some use local trains to commute.

Private/public buses for female students of Maharaja Agrasen college are available till 6 pm. It has been noted by some college faculty and students, that the inefficient transport system results in female dropouts from college.

"As we have to travel shorter distances, the buses do not stop for us. We are rarely given seats. If we manage to get a seat, we are asked to get up once other passengers board the bus." (Female students residing close to Nehru college)

Further, the irregular bus timings and other expensive modes of transport were among the two main concerns raised by female students of Nehru college. The last bus departs from college at 3 pm and some times in the week, they end up missing the bus and are forced to stay with their relatives. A few students reported incidents of sexual harassment inside private buses. They added that buses do not halt at designated stops, despite there being waiting passengers.

d) Experience of security & policing

In the two colleges where the safety walks took place, there were varied experiences. At Nehru College, there is a presence of security guards at the entrance and students/others with valid ID cards are allowed entry into the campus. There is irregular policing outside the colleges. In Maharaja Agrasen College, students shared that even when there are cases of harassment, the police rarely intervene.

The women's police station is located far from the district courts. There is no visible signage to guide people towards the station. There have been complaints about a large number of cases of robbery in the vegetable market, however, police patrolling has not intensified.

e) Gendered usage of space

On the market road near the Maharaja Agrasen College, it was noticed that boys on bikes were following girls. The girls in turn mentioned that the lanes near their college are a common site for sexual harassment. The girls do not even access the public park in the vicinity according to the residents, indicating poor presence of girls in public spaces.

4. Safetipin App: Safetipin Nite

The Safetipin Nite app was used to audit around 16 kms of roads in Jhajjar city. As per the map below (Map 1), 36% of audit points fell under *the poor category (red)* indicating the need for urgent improvement; 23% of audit points fell under the *average category* indicating these areas to be unsafe for women/girls based on parameters provided in Graph 1; 13% of the audited streets fall under excellent category and according to the map, are the busiest roads of Jhajjar.
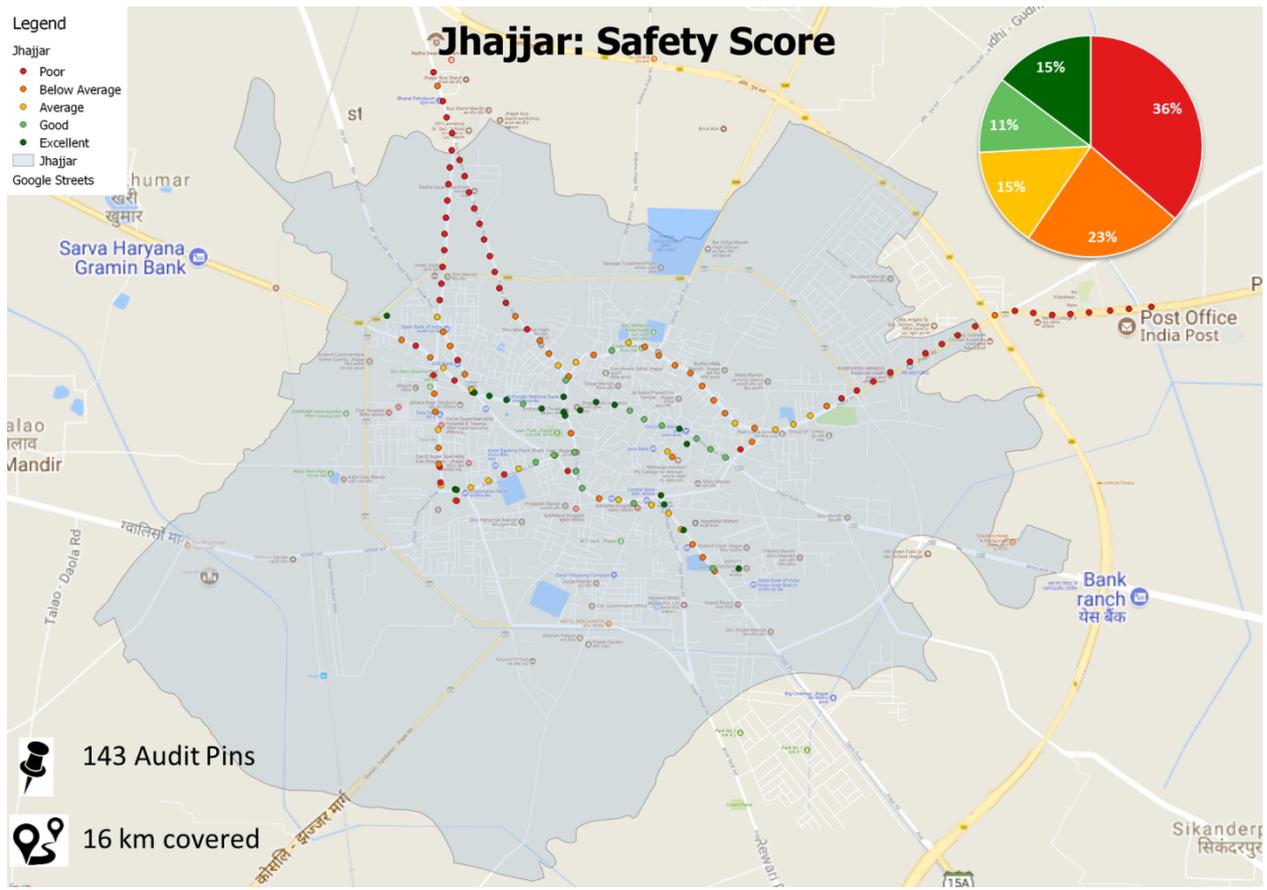
Map 1: Safety Score of Jhajjar
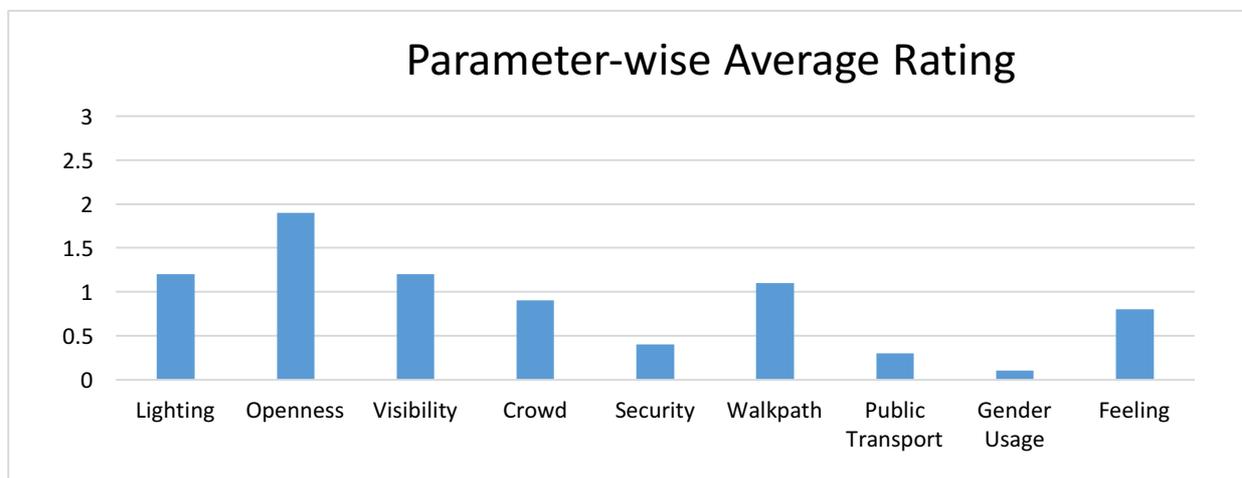
Graph 1: Average score of safety parameters for Jhajjar

The graph above indicates that Jhajjar city is seen as unsafe for citizens, especially for women and children. Except for Openness, which scores above average, all the other audit parameters are **below average or poor**. Gender-balanced crowd, visible public and private security, availability of public transport are poor, while street lighting, visibility, crowd and walk path are below average.

5. Images: Jhajjar Safety Audit Walks

Vendors act as "eyes on the street" but block the designated walkpath, Jhajjar

No separate walkpaths, or designated lanes for cyclists makes streets unsafe, Jhajjar

Untended and broken slabs on walkways make it risky for pedestrians, Jhajjar

Absence of light makes it unsafe for women and girls, Jhajjar

Tree covering the signage on the roadside, Jhajjar

One sided street lighting, with dark spots in the street, Jhajjar

B. Bahadurgarh

Brief Profile

Bahadurgarh, a town located in Jhajjar comprises of 31 wards. As per the 2011 census, Bahadurgarh has a population of 170,426. It is approximately 2 km from Delhi (Tikri Border) and is also one of the major cities of National Capital Region.

With 88% literacy rate and 32.7% female work participation[8], Bahadurgarh is considered to be one of the developed cities in Jhajjar. Due to its close proximity to Delhi, the public transport on Bahadurgarh has developed rapidly. The extension of the Delhi metro in Bahadurgarh is an example of significant growth the town accomplished by the town.

According to census 2011 the average literacy rate of the city 88.04 % in which male literacy rate is 94% and female literacy rate is 80%. The sex ratio of Bahadurgarh city is 858 per 1000 males. Child sex ratio of girls is 784 per 1000 boys.

Findings

Three FGDs were conducted in Bahadurgarh. The groups were divided into men, women and youth. The women's group comprised of participants who were homemakers as well as those who had jobs outside their homes. The men's group was largely characterized by the migrant identity of the participants. The youth group was mixed as in Jhajjar with both boys and girls in it; all the participants were students

Four KIIs were conducted in Bahadurgarh that included an administrative official, police officers and an official from the auto union in that area.

The audit routes included a school, the old civil hospital and the vegetable market. In all, four routes were audited using the Safety Audit Walk in Bahadurgarh.

1. Focus Group Discussions

a) Different forms of sexual harassment:

In Bahadurgarh, women/girls experienced verbal harassment, stalking, and the unwanted attention by boys who crowd outside their schools in groups.

"Boys roam the streets and openly misbehave with you, even when you are standing behind the gate of your home. Such is the condition for women/girls in my area!" (Respondent, women's group)

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[8] Source: Haryana District census Handbook of India 2011

b) Sites of harassment:

Women stated that they avoided public spaces - such as the parks as groups of men gather there and drink, gamble and/or play cards. There are fights among boys/men in the area and this increases their fear and perception of threat.

Many said that the harassment is higher in public transport systems, specifically in the buses and the metro. It was also noted that young men on their way back from Delhi tended to harass the girls in the metro journey, in the evenings.

"I regularly travel from Bahadurgarh to Delhi. The moment the train enters Haryana, my heartbeat increases and I begin to get conscious about my dress, and what I am wearing." (girl respondent, youth group)

As mentioned above, educational institutions are places where groups of boys hang out in the mornings and afternoons. A teacher in the women's group discussion shared that, *"Every week, we call the police PCR van to our school gate. Such is the level of harassment here."*

Other factors adding to the lack of safety is poor lighting, tracts of isolated areas and presence of alcohol shops. Some men in their discussion said that it was not just harassment in public places, but also within homes.

"Women are not safe in this area, harassers enter homes without any fear of consequences. In recent times, many such incidents have happened in this area." (Male respondent)

c) Reasons for sexual harassment

There are different perception of why harassment takes place by men and women. Boys shared that that offenders harass to 'gain attention' of a particular girl, that there is pleasure in flirting/teasing girls. On the contrary, girls/young women said they did not enjoy being followed, or teased. The boys/young men respondents held the view that girls/women are equally responsible for being harassed/ teased, as some of them too tease boys. Others felt that girls with '*bad characters'* need to be responsible, as they could ruin the 'good reputation' of boys who would may wish to socialise with them. There seems to be some confusion about friendship between boys and girls, harassment and the like. Some girls strongly countered that they are not at fault for wanting to be friends with boys/men.

"No one's character should be questioned just because girls are friendly with boys. And that doesn't mean they are inviting harassment on themselves. " (Girl respondent, youth group)

d) Responses of family and community

Many young women shared that societal norms were skewed and discriminatory. Women/girls are blamed more often, while the perpetrators are never held to account. Such normalisation of harassment tends to provide men/boys with greater impunity. Young women are shamed and blamed, and hence do not have the confidence to take on the harasser.

"Because of the conservative nature of society, girls do not get positive support from the community. Rather her character is questioned. Neighbours and others tend to say, 'She must have done something to invite harassment." (youth respondent)

Across groups, participants shared that this trend prevailed. The woman is made to endure shame and stay silent. Families too, prioritize the 'honour' of their daughters and are concerned that her marriage does not suffer due to such incidents.

e) Silence around sexual harassment

Inevitably, the silence around violence prevails, and participants shared that families do not encourage filing complaints, nor seek redress. In migrant families, they plan to return to their native homes, so their daughters do not suffer further. Migrant men in their group discussion shared that their access to support services remains limited.

"The police don't come near us during the time of need. They come here just to cut a challan. We are poor and migrants. That's why police doesn't behave well with us."(male respondent)

f) Profile of potential harassers

Women, largely from a middle-class background, said people who "come from the villages" as likely offenders. A bias existed in the group against low-income, working class communities. Some pointed out that drivers engage in acts of violation.

One of the woman participants said, *"I live in a community with my own ethnic base (Pandit Gali) and things are alright here."*

Some young people seem to equate anti-social behaviours as leading to being harassers. Another participant added that '*goonda*ism' results in, and creates conditions, for turning young men into harassers. Girls said that boys/men with influence and financial and social power tend to harass young women.

g) Precautions taken by girls/women

Women/girls regulate their own mobility, and ensure they are home by early evening. This causes frustration among the younger women, who would like more options and less control on their movements and freedoms. They were not happy that in some cases, families discontinue education of their daughters to avoid any such incident.

h) Access to redress systems

Girls avoid complaining as that is not an acceptable practice. They fear further re-victimization and blame. While there was agreement that complaints should be filed to prevent further harassment, they also spoke about measures needed for deterrence.

"Firstly boys/men pass comments, then they follow the girl, later they gather around her with their friends. If the girl doesn't oppose early on, she will face more trouble." (male youth respondent)

Women/girls found it better to approach and talk to women police officers about these issues.

2. Key Informant Interviews

The key informants included a head of the auto union, an engineer in the local Municipal Corporation and police officials. Some observations included:

- Fewer women (age group 25-45 years) are at work and in jobs. Despite investing in education of girls, marriage is a high priority for parents.

- Most said there was no sexual harassment in public spaces. However, they said that about 4-5 cases of domestic violence are registered every month. And not much is known about complaints on sexual harassment.

- They also felt that so far there isn't any mapping of vulnerable areas, so they do not know where women face harassment

- As for women/girls, due to traditional practices and experience of fear and insecurity, mobility gets constrained. Besides, there is lack of public transport for women and women-driven autos, as well as gaps in the last mile connectivity, women travellers face problems while travelling at night from bus/train terminals to their homes.

- The goevrnment has taken some measures which include road construction, improved transport facilities, building women's toilets in public spaces, maintenance of street lights, creating separate desks with women officers, more intense patrolling by PCR vans and motorcycles, ensuring auto services are available to go to villages, and so on

- However, it would be useful to have more gender sensitization trainings for police.

"The police station has set up a separate desk for addressing women related complaints. Run by 10 women officers, they work from 9 am to 5 pm as they have their household work to do. In case required, the women police officers are asked to return to the station" – Shri Telu Ram, Sub-Inspector, City Police Station, Beri
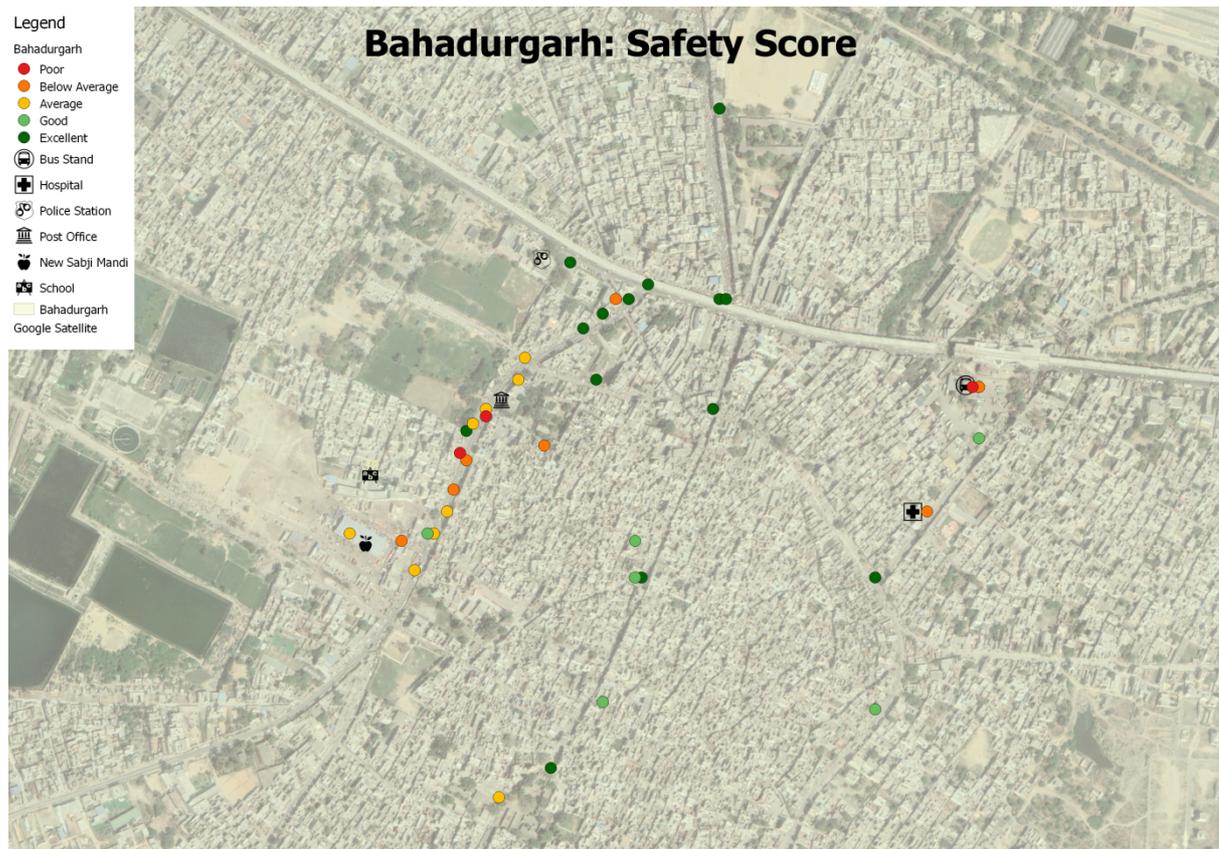
3. Safety Audit Walk

Key points observed along the routes as listed in Annexure 2, Table C, are given below.

a) Lighting

Most streets had inadequate or no lighting. The LED light installed at the corner of the railway-market road was not working during the audit period but it light up a large part of the street. The traffic signal towards the market road was also not functional.

"There is poor lighting in this area. By 7 pm, it gets dark and isolated as the shops shut down as well. Police is seen largely when a VIP visits, otherwise we do not see them patrolling. We hardly see any traffic police officer. It becomes really difficult to venture out in the evening." (Female teacher in a public school)

Bahadurgarh: Safety Score

Legend
Bahadurgarh
● Poor
● Below Average
● Average
● Good
● Excellent
🚌 Bus Stand
✚ Hospital
👮 Police Station
🏛 Post Office
🍎 New Sabji Mandi
🏫 School
☐ Bahadurgarh
Google Satellite

b) Physical Infrastructure

The street around the old civil hospital has become a hub of anti-social activities, as the building lies abandoned with poor lighting. Cases of chain snatching and harassment are reported in the area.

Lack of public toilets was observed on the route to the old civil hospital and on railway road. There is no public toilet available for women on the railway road, and even the men's toilet facility was poorly lit, and unhygienic with foul smell. The mobile toilet near the bus stand near Palika Bazaar is badly maintained. The route towards the railway road and Palika bazaar is narrow; the footpath and pedestrian walkways have been encroached upon by rickshaws and informal vendors/shops. Some street walls and corners are being used as urinals.

c) Transport

Frequently used modes of transport include bus, auto rikshaw, e-rickshaw. A few also commute by local train. Girls face sexual harassment on public transport. Infrequent services of buses impacts students' mobility. There is also an issue of the last mile connectivity to their homes, especially in peri-urban areas. Some students shared that the bus stands were far away from their homes and colleges, and they had to either use autos or tempos or walk some distances across empty streets.

d) Experiences of security and policing

Shop keepers from the main market mentioned that police patrolled the area once or twice a week. Infrequent police patrolling was reported on Jhajjar road (connecting Bahadurgarh to Jhajjar). CCTV cameras were dysfunctional on the route from Lal-Chowk to Rohtak Road. Police PCR vans and riders ply on the route (PWD rest house to Palika Bazaar) but there was low police security on the railway road. SHO Rajender Kumar, along with the Station Master, was apprised of key issues raised by the audit team.

e) Gendered usage of spaces

As informed by many respondents, shops in the market area shut down between 8-9 pm. Thereafter the roads are empty, and at best occupied by groups of younger and in some cases by men who have consumed alcohol. Skewed representation of women on the streets has been noted, and men largely dominate the public spaces.

Women, as such do not use the public parks (Gandhi Chowk Park), as it largely occupied by men who may engage in gambling. Women also ensure they visit the market place accompanied by their female friends or relatives and avoid going out beyond 8 pm. During the audit (5:30pm), women were visible on Jhajjar road and Subzi Mandi area.

"Gamblers frequent the park which makes it unusable for us during the day and evening times. There is neither light outside the park nor in the lanes of the Shekhar medical hall. it makes us feel very unsafe after sunset." (Female accountant of Sainik School)

f) Eyes on the street

Local shopkeepers are mostly men (selling garments, electrical appliances, fruit juice, car spare parts) on Jhajjar Road. Female shopkeepers were visible on Jhajjar road-Subzi Mandi area. Bystanders mentioned that street vendors of Palika Bazaar closed their shops and stalls by 7.30-8 pm. This limits women from using the public space, as shops provide security and watch over anyone harassing women.

4. Safetipin App: SafetiPin Nite

The Safetipin app Safetipin Nite was used to audit 45 kms of city roads in Bahadurgarh (see Map 2). 44% of audit points fell under the 'poor' category indicating these areas to be unsafe for women/girls based on parameters provided in the accompanying graph (Graph 2). It is seen that 13% of the audited streets were rated 'excellent' and according to the map, these are the busiest streets/ lanes of Bahadurgarh.
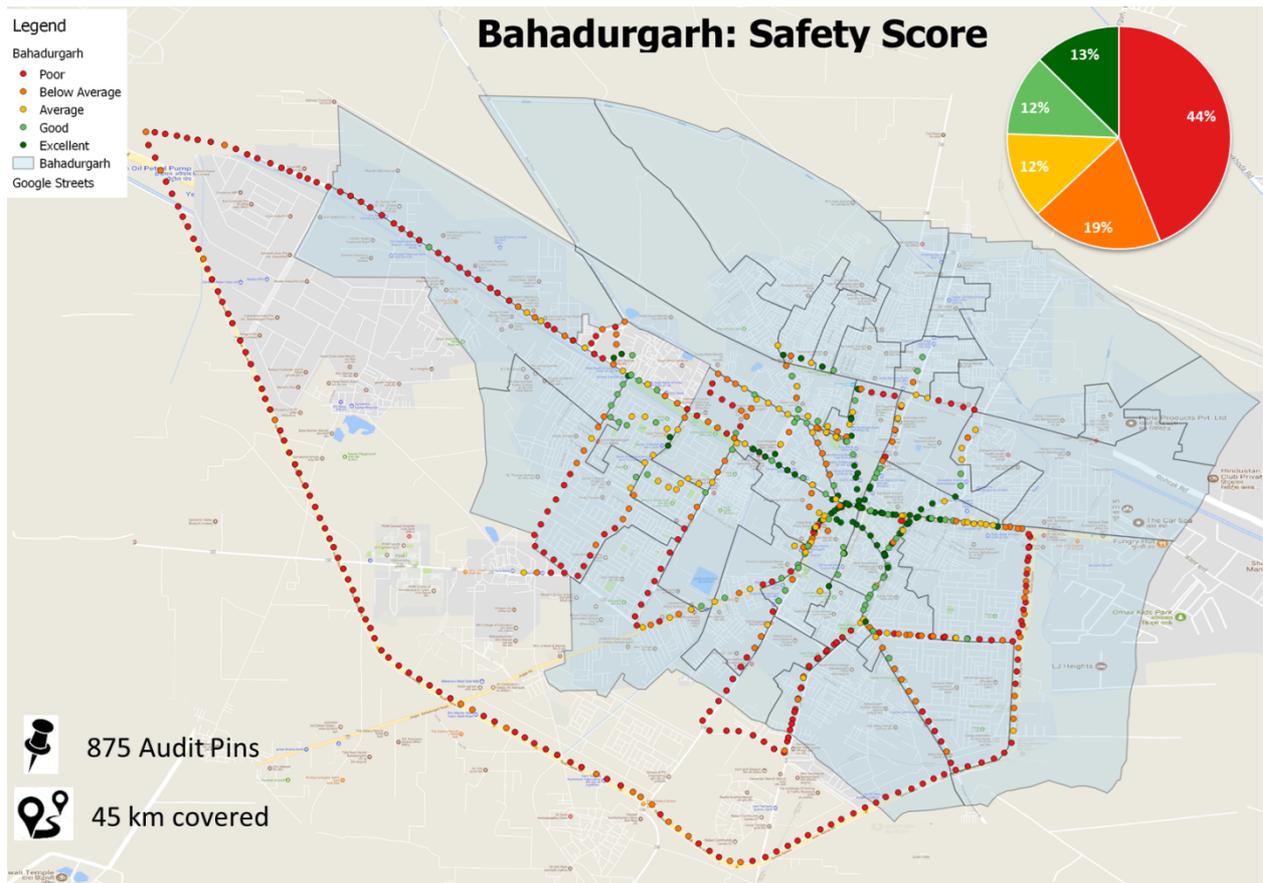
Map 2: Safety Score of Bahadurgarh
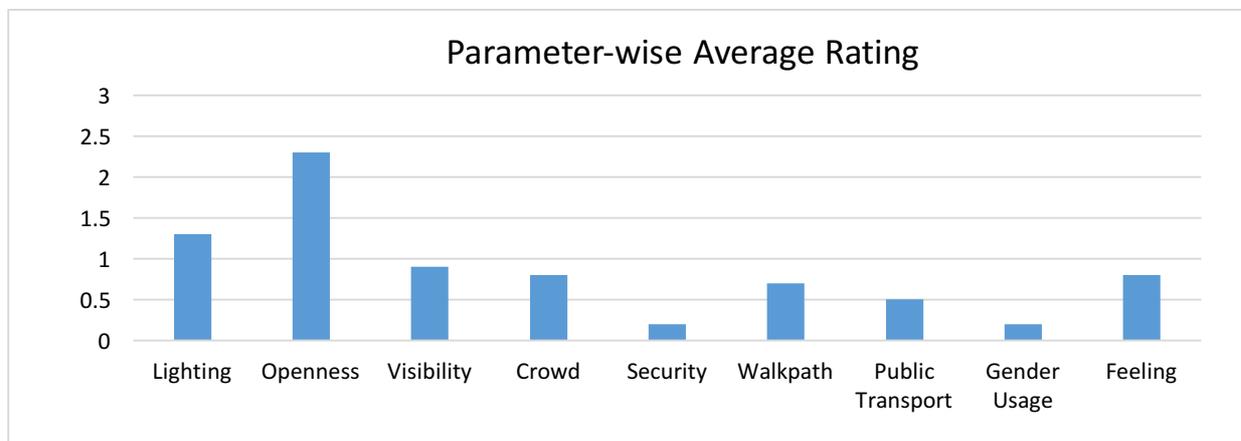
Graph 2: Parameter wise-average rating

An overall analysis of Bahadurgarh city indicates that it is unsafe for citizens, especially women and children. The graph indicates that except for Openness, which scores above average, all the other audit parameters are below average or poor. Gender-balanced crowd, visible public and private security, and availability of public transport are poor, while street lighting, visibility, crowd, and walk path are below average.

5. Images: Bahadurgarh Safety Audit Walks

Open defecation and urination by men increase women's feeling
of unsafety in public spaces, Bahadurgarh

Neglected public spaces and uncovered water bodies increase risk, Bahadurgarh

Isolated buildings and garbage dumping make this area unsafe, Bahadurgarh

Non-functional lighting in the foot over bridge, Railway station Bahadurgarh

An isolated area with no lights, Bahadurgarh

Lack of lighting at a bus stand, Bahaduragarh

Section III: Overall Key Findings

1. Women and Girls experience **different forms of sexual harassment:** verbal abuse, lewd comments, touching, boys' crowd girls in a group, stalking, and the like. This harassment takes place in public transport, in abandoned/vacant spaces, around liquor vending shops, outside educational institutes, malls, in crowded as well as secluded places, especially in locations with poor lighting and poor patrolling. Students in school and college, and those who take coaching/tuitions, seem to be the most vulnerable. Public transport is another site where sexual harassment takes place. Some young women also shared that they were tracked via social media.

2. The **reasons for sexual harassment are varied:** consumption of alcohol, and substance abuse in public spaces create threats. There is some kind of a competitive attitude among young men to gain women's attention and while it has been noted that older men harass individually, younger men/boys do so in gangs/groups. There is concern about the patriarchal and conservative mind-set in society that puts the onus on girls for their safety. They are blamed for dressing in a certain way and if they go out after evening (7 pm). There is lack of any support from bystanders. This mind-set provides some form of impunity for men/boys and deterrence is low. Women also found that due to inadequate police patrolling, limited women police staff, infrastructure deficits (lack of toilets and street lights etc.) lack of transport options and last mile connectivity, they feel a sense of fear in being out in public spaces after dark. Certain neighbourhoods were found to be safer than others. It was also noted that while men found their neighbourhoods safe, women did not feel the same way.

3. **Responses of family and community:** In a classical sense, due to external factors, women/girls are not encouraged to be out without any reason. They are also accompanied if it gets dark. The cultural factor combined with lack of gender sensitive infrastructure also contributes to their sense of unease and insecurity and affects their mobility. The notion of protecting their honour at any cost is supreme and overrides their desire to be free and independent. There is little understanding of what constitutes sexual harassment by boys and what does not. There is a silence around these issues. Most girls/women do not want to talk about sexual harassment with their family members lest they be blamed. They also do not get support from their family members and fear they will be taken out of school/college.

4. **The profile of potential harassers:** Men across all age groups, including migrant and other workers are seen to be harassers, particularly those that consume alcohol and drugs. College boys in groups and on bikes are seen to stalk/abuse women/girls. Young men get obsessed or feel they love/like a certain woman/girl and when she doesn't respond, they end up stalking/harassing her. They see this as their expression of love and affection. It was also noted that **bystanders** do not intervene in cases of harassment, as they fear being attacked or would later be called as witnesses.

5. **Women/girls build certain coping mechanisms:** They are learning self-defence techniques, and discussing with friends and family to raise their awareness. Some of them carry mirchi powder/safety pins, etc. to protect themselves. They also maintain a silence on the issue and rarely report cases to their parents or their schools/colleges for fear of being blamed/ shamed for the incident. 90% women/girls are not aware of legal recourse on crimes against women. More boys/men than girls/women are knowledgeable about the helpline numbers for women's safety and most have never used it. While they find little support from families, they also say that there are no safe zones available to them. They are happy about the women police stations and staff, but also feel that confidence building measures are needed with the police.

6. **The presence of women in public spaces is limited:** Even though some women work (agriculture, horticulture, pottery-making, brick kilns, factories and in markets), they are fewer in numbers and their contribution to productive work is not fully recognised. Even for elected women representatives, there are issues of exercising leadership at ward levels, their voice is muted as husbands seem to represent them in their official positions and claim the public space, while they get relegated to the private space. This lack of visible presence and voice leads to SILENCE on the issue of violence, especially in public spaces. More women are now filing complaints on domestic violence, dowry and other issues.

7. **Mobility of women/girls:** It is very noticeable in the Safetipin and other data collected that women are not visible in public spaces. Women of age group less than 50 years do not access public spaces alone. They are largely accompanied by a male member (presumably husband/ son). There is an unstated curfew on their timings and women need to be home before it gets dark (6 pm). This lack of mobility intersects with conservative thinking of the community and family, where there are huge concerns around maintaining and protecting her own and the family's reputation, and her marriage is prioritised over career. Women have no/limited choices in choosing their partner for life as well as having boys as friends.

8. **Gaps in gender sensitive services:** Among several gaps identified, the most important one is regarding Public Transportation. There are limited options for transport and fewer ones for bridging the last mile connectivity. Special transport for women college-going students is missing and though pink autos have been instituted, their routes and uptake have been limited and this requires further study. In addition, messaging about helpline numbers seems limited. More men and boys know about helplines and mobile safety apps as compared to women and girls. Public messaging needs to be more targeted at women/girls in spaces they inhabit. Given their low presence in public spaces and fear of being out for long, they are not consumers of the public messaging. Additional services such as safe zones, shelters, and counselling are needed. Mahila thanas and women's desks at police stations are limited or not accessible to all. There is also need across various agencies to converge on services for women's safety.

Section IV: Moving Forward

The findings above indicate the need for a multi-sector approach to addressing safety of women and girls in the 3 cities. The multi-sector framework enables a coordinated implementation of architecture across government departments, civil society and community partners. It situates women's safety as discrimination and a rights violation placing obligations on the State to exercise due diligence and realize the strong Constitutional Guarantees of the right to life and gender equality.

Four broad areas for implementation can be considered:

1. Knowledge generation and evidence building
2. Gender-inclusive urban design, infrastructure and services
3. Improved policing & legal framework for victims/survivors of violence & access to justice
4. Supporting community and citizen initiatives and education

The Justice Verma Committee noted that violence against women should be understood from the perspective of women's autonomy, bodily integrity and dignity, and not framed as patriarchal notions of honour and shame. A charter of rights for women is also in their report and can be reviewed for implementation.[9]

A comprehensive strategic framework for safer cities has been developed by Jagori with extensive consultations with several stakeholders over years, identifying key areas of intervention in the short term, mid-term and long-term. This includes:

1. Public Transport
2. Public Awareness
3. Education
4. Urban planning and design of public spaces
5. Provision and management of urban infrastructure
6. Policing
7. Legislation, Justice & Support to victims/survivors
8. Information Technology

Some actions that can be taken forward have been listed below.

1. Public transport

- Increase public transport (buses, pink autos) with expanded outreach for college students, especially where last mile connectivity is poor and in peri-urban areas.
- Plan regular gender sensitization of drivers, conductors, auto drivers, cab drivers etc.
- Encourage more women in transportation, including as drivers and conductors.

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[9] Appendix 3: Bill of Rights pg.429-433:
http://www.prsindia.org/uploads/media/Justice%20verma%20committee/js%20verma%20committe%20report.pdf

- Display helpline numbers (1091 and 100) prominently including on all forms of public transport, at bus stops and terminals.
- Collect gender disaggregated data on use of transport in order to plan.
- Incorporate women's voices in planning.

2. Public messaging

- Advertise helpline numbers and redress systems on media channels including through hoardings, posters, signage (put up in public vehicles as well as in schools, colleges, other educational institutes and public spaces) and via television, radio, social media etc. Use of PSAs on the themes such as gender equality, women's empowerment, breaking gender stereotypes etc. can be made to raise awareness among the public.

3. Gender Sensitization

- Organise campaigns in educational institutions - schools, colleges, tuition centres, vocational training centres, etc.[10]
- Build awareness and sensitization among public to ensure timely bystander support.[11]
- Conduct regular training sessions/ workshops for sensitization of teaching and non-teaching staff in schools and colleges; for anganwadi workers; and relevant service providers in government agencies working on women's safety.[12]
- Raise awareness among family and community, and work with men and boys as well.

4. Policing

- Increase the numbers of female police officers, mahila thanas and women's desks.
- More patrolling by PCR vans and more visible security.
- Build trust and confidence among female citizenry and others.[13]
- Advertise the helpline numbers through all forms of media; train helpline staff to provide gender-sensitive counseling and support.
- Dedicate PCR vans for women's safety.
- Establish protocols for addressing complaints pertaining to women.[14]

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[10] Linking with global and national days such as the National Girl Child Day (24th January), the 16 day campaign to end gender based violence (25th November to 10th December, the One Billion Rising Campaign (14th February), or the Anti-street Harassment Week increases visibility and support on the issue.

[11] This could be done using creative tools such as wall painting, street theatre, films, games in public forums such as Raahgiri or in public spaces such as parks advertising through billboard and posters, television commercials, radio programmes, use of community radio (for instance Gurgaon ki Awaz), and Public Service Announcements (PSAs)

[12] Include gender sensitization modules in the in-service orientation/ refresher courses

[13] Example of UP Police can be seen at http://policeworld.businessworld.in/article/U-P-Police-Instil-Confidence-In-School-Girls/15-12-2017-134838/ ; in Rohtak, women PCRs visit schools and colleges to spread awareness about crimes against women and how to file complaints in such cases.

5. Assessment of infrastructure and social usage of public spaces on regular basis

- Map gender gaps in infrastructure and services.[15]
- Monitor data from apps and helplines to ensure more efficiency of response.[16]
- Conduct regular safety audits

6. Up-gradation of gender sensitive infrastructure

- Ensure regular maintenance of roads and footpaths to ensure unhindered movement, including for disabled persons.
- Design and build public toilets for women with menstrual hygiene and safety facilities, especially in schools and colleges, mahila thanas, bus stands, railway stations, hospitals, courts, markets, parks and other public spaces.
- Improve lighting and other civic amenities.
- Use the urban design principle of 'eyes on the street' and promote mixed use of public spaces.
- Maintain and re-use/ reconstruct abandoned buildings, vacant lots etc.
- Design safe bus stops and other waiting areas. They should be well lit, be visible to people and encourage hawkers and others to provide 'eyes on the street".

7. Strengthen support to victims/survivors

- Strengthen sexual harassment committees at district level, including within educational institutes.
- Build collectives of women to support community initiatives.

In order to ensure convergence of purpose and strategies, consultations are recommended with key stakeholders to assess what is working well at the district level, where the gaps lie and what can be further augmented. A mapping of all key initiatives in the district can mainstream additional responses within the mandates of different stakeholders.

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[15] Tools such as manual safety audits, safety chaupals and Open Street Audit Mapping (OSAM) can be used by ward councilors and communities to identify gaps in the social and physical infrastructure in local areas.
[16] Safetipin in an effective tool that can help to generate city wide data on gaps in infrastructure.

Section V: Actions for Women's Safety: Some Examples

1. Seoul

The Women Friendly City Seoul program aims to address women's role and empowerment in society. The program includes addressing women's economic and housing needs and making Seoul a more caring city. One of the components is "A Convenient Seoul which aims at improving women's convenience, accessibility to public places and mobility on public transportation to make a women friendly city environment." To this end they have several transport specific interventions. These include special buses for women, special taxis for women, reserved parking for women near the elevator or entrance of the building, The Women Safety Brand Call Taxi project allows women to access a safe taxi service at night. A phone services sends the plate number, departure time, and location via a text message to the family members of women who use the taxi at night. Women-Friendly Bus: This project improves bus services for women, the elderly and persons with disabilities. The initiative focuses on safe driving so riders will not be exposed to any high speed, sharp curves, or sudden stops. The buses are also equipped with lower hand-bars to increase comfort.

2. Vienna

a) Public transit and pedestrian mobility:

When citizens were asked how often and why they used public transportation, it was found that women had a much more varied pattern of movement than men. They used the city's network of sidewalks, bus routes, subway lines and streetcars more frequently and for a myriad reasons. It was also made clear that safety and ease of movement were a priority. Recognizing this, the city planners drafted a plan to improve pedestrian mobility and access to public transit.

Lighting was added to make walking at night safer. Sidewalks were widened so pedestrians could navigate narrow streets. And a massive barrier free staircase with a ramp was installed near a major intersection to make crossing easier for people with strollers and individuals using a walker or a wheelchair.

b) Public Housing - Women-Work-City:

An apartment complex designed for and by women in the city. The idea was to create housing that would make life easier for women. Time use surveys showed that women spent more time per day on household chores and childcare than men. Women-Work-City was built with this in mind. It consists of a series of apartment buildings surrounded by courtyards, allowing parents and children to spend time outside without having to go far from home. It has an on-site kindergarten, pharmacy and doctor's office. It also stands in close proximity to public transit to make running errands and getting to school and work easier.

c) Public parks and their usage:

A study was commissioned to see how boys and girls use park space differently. It showed that after the age of nine, the number of girls in public parks dropped off dramatically, while the number of boys held steady. Researchers found that girls were less assertive than boys. If boys and girls would up in competition for park space, the boys were more likely to win out. City planners wanted to see if they could reverse this trend by changing the parks themselves. Footpaths were added to make the parks more accessible and volleyball and badminton courts were installed to allow for a wider variety of activities. Landscaping was also used to subdivide large, open areas into semi-enclosed pockets of park space. Almost immediately a change was noticed. Different groups of girls and boys began to use the parks without any one group overrunning the other.

3. Toronto

Addressing women's safety in transport

Toronto Transit Commission (TTC) has been a pioneer in addressing women's safety concerns in moving around. In the late 80's they introduced the Between Stops Program to help women get off in between bus stops if they were travelling between 9 pm and 5 am. The commission also created Designated Waiting Areas (DWAs) on subway platforms that provide a safe, well-lit space and access to an intercom that enables communication with station operators. Public Telephones are located on all subway station platforms, at station entrances and in many bus and streetcar transfer areas. There is also an Emergency button at the entrance of every train carriage which can be used. Montreal also has a between stops service as well as bus stops made fully of glass so that it is visible to anyone walking by.

More recently, The TTC have announced an app through which women can report harassment as they are experiencing it so that they information can be relayed to appropriate authorities. TTC has also committed to audit all safety procedures through a safety lens. But even here there have been shortcomings. It has been pointed out there is a lack of female leadership at the TTC - only 15 % of TTC employees are women and nine of its ten board members are men. Thus there needs to been systemic change along with programs if women's concerns are to be fully reflected.

Annexures

Annexure 1: Key Informant Interviews

Table A: Key Informants Interviewed

Sl No	Jhajjar
1	Sonal Goel, Deputy Commissioner Jhajjar
2	Shikha, CEO, Zila Parishad Jhajjar
3	Seema Kumari, Inspector, Women Police Station
4	Minaxi, Anganwadi Supervisor
	Bahadurgarh
1	Ramesh Sharma, Engineer, Bahadurgarh Municipal Council
2	Telu Ram, Sub Inspector, City Police Station Bahadurgarh, Pradeep, Inspector
3	Mahesh Kumar Sharma, Auto Union Head, Bahadurgarh

Annexure 2: Details of Safety Audit Walks

Table B: Selected Routes for Jhajjar Safety Audit Walks

	Route Details	Date	Time	Audit Team
Route 1	Maharaja Agrasen College and Hospital area	11.01.2018	1:30 p.m.	• Neelam Garg (teacher, Maharaja Agrasen College) • Pinki, Shivani, Raveena, Jyoti (Maharaja Agrasen college students) • 3 members from Jagori
Route 2	Nehru College, Bahadurgarh Road	10.01.2018	2:30 p.m.	• Dr. Kavita, Priyanka (teachers, P.G. Nehru College) • 3 members from Jagori
Route 3	Mini Secretariat-District Court-Vegetable Market-Women's Police Station- Civil Road- Chikara Road	10.01.2018	5:30 p.m.	• Dr. Ashok Verma, Dr. Kavita, G.D. Kaushik • Palak (Project Lead at Jaagriti Project) • 3 members from Jagori

Table C: Selected Routes for Bahadurgarh Safety Audit Walks

	Route Details	Date	Time	Audit Team
Route 1	Vaishya Kanya Mahavidyalaya	12.01.2018	1:30 p.m.	• Neha, Puja, Sarla (teacher and students, Vaishya Kanya mahavidyalaya) • 3 members from Jagori
Route 2	Old Civil Hospital- Gandhi Chowk- Main Bazaar- Pakodewala Chowk	12.01.2018	5:30 p.m.	• Raman Sharma, Vinit Arora, R K Doval, Ram Nivas, Pushpa, Anil • 2 members from Jagori
Route 3	Jhajjar Road, Subzi Mandi	13.01.2018	5:30 p.m.	• Kanika, Nishita, Amit, Virendra Arya, Ram Nivas, R K Dalal • 2 members from Jagori
Route 4	PWD Rest House-Rohtak road-Railway Road, Palika Bazar	13.01.2018	5:30 p.m.-8:00 p.m.	• Neeraj (JE) • Om Dutt Sharma (ME, establishment) • Palak (Project Lead at Jaagriti Project) • Sushila Sangwan • Satender Dhaiya (Social Activist, Road Safety Legal Cell) • Virender Arya (Janchetna Manch) • Dheeraj Gautam (Cleen and Green Association) • Dilbagh Singh (Janchetna Association) • Parmila (Govt. School Headmistress) • 2 members from Jagori