

Towards Gender Transformation of Indian Cities

Pilot Testing of an Assessment Framework in Six Smart Cities



Ministry of Housing and Urban Affairs
Government of India





Ministry of Housing and Urban Affairs



About Smart Cities Mission (SCM):

Smart Cities Mission was launched in 2015 by the Ministry of Housing and Urban Affairs (MoHUA), the apex authority of the Government of India. The main objective of the Mission is to promote cities that provide core infrastructure, clean and sustainable environment and give a decent quality of life to their citizens through the application of 'smart solutions'. The Mission aims to drive economic growth and improve quality of life through comprehensive work on social, economic, physical and institutional pillars of the city.

About Safetipin

Safetipin is a social impact organisation that works toward building responsive, inclusive, safe and equitable urban systems. Since its inception in 2013, Safetipin has worked across 45 cities in Asia, Latin America and Africa. With a mission to build a world where everyone can move around without fear, Safetipin has collaborated with government and non-government stakeholders in using big data to improve infrastructure and services in cities.

Towards Gender Transformation of Indian Cities:

Pilot Testing of an Assessment Framework in Six Smart Cities

March 2024

Smart Cities Mission Team:

Mr. Kunal Kumar, Mission Director
Ms. Jeenal Sawla, Principal Advisor
Mr. Mayank Saravagi, Lead - Outreach

Safetipin Team:

Dr. Kalpana Viswanath, Co-Founder & CEO
Ms. Ankita Kapoor, Program Manager
Ms. Apoorva Nandish, Senior Program Associate
Dr. Surabhi Tandon Mehrotra, Consultant

Report Design: Himangi Jhurani

All graphics/ illustrations ©Safetipin

Towards Gender Transformation of Indian Cities

Pilot Testing of an Assessment Framework in Six Smart Cities

Any reference or reproduction to the contents of this publication must be appropriately credited to
"She RISES: Towards Gender Transformation of Indian Cities, Ministry of Housing and Urban Affairs, 2024."

Smart Cities Mission
Ministry of Housing and Urban Affairs
Nirman Bhawan, C-Wing,
Dr. Maulana Azad Road,
New Delhi-110011
India

Acknowledgement

We appreciate the participation of the six smart cities' data officers and departments for providing us data and information for this assessment. We extend our gratitude to Bernard van Leer Foundation for the Nurturing Neighbourhoods Challenge (NNC) initiative, and the respective NNC city co-ordinators from WRI India for their support.



Photo credit: Shutterstock

हरदीप एस पुरी
HARDEEP S PURI



आवासन और शहरी कार्य मंत्री
पेट्रोलियम एवं प्राकृतिक गैस मंत्री
भारत सरकार
Minister of
Housing and Urban Affairs; and
Petroleum and Natural Gas
Government of India



Message

The government is committed to transforming India into a developed nation by 2047, the 100th year of its independence. Women-led development is one of the central pillars in realising this vision of a 'Viksit Bharat'. The last ten years have demonstrated how India has moved from women-centred development to women-led development. Our cities are a thriving example of this change: women and girls now have greater safety and dignity, financial inclusivity, economic opportunity, and political empowerment.

This modal shift in governance for women's empowerment is seen in the increased access to safe, secure and affordable civic infrastructure and services for women and girls. Over the last eight years, the Smart Cities Mission has expanded the ways in which Indian cities can become more women-friendly and gender-responsive. The Integrated Command and Control Centres across all 100 Smart cities have played a vital role in enhancing safety in public spaces with their networks of cameras and faster decision-making capabilities. Other initiatives of the mission have piloted and scaled efforts to make our cities young children- and caregiver-friendly while also building vibrant public spaces for women to spend more time outdoors.

This gender assessment framework developed and piloted by the mission is yet another step in that direction. It will be a meaningful tool for city administrators to periodically audit their cities and recalibrate their efforts towards making urban India more gender-responsive and gender-transformational.

New Delhi
29.02.2024


(Hardeep S Puri)

Message



Manoj Joshi

Secretary, Ministry of Housing and Urban Affairs

The pursuit of women's socio-economic empowerment is a critical outcome for the Ministry of Housing and Urban Affairs. From securing housing ownership for women, to providing access to drinking water and sanitation services, to expanding livelihood opportunities for female self-help groups, to building civic spaces that are safe, secure and inclusive – MoHUA is committed to the progress of women and girls in urban India.

Going forward, a comprehensive approach must be adopted which focuses on social equity, economic growth, technological advancement and participatory processes to mainstream gender in all missions and programs of the Ministry.

Message



Kunal Kumar

Mission Director, Smart Cities Mission
Ministry of Housing and Urban Affairs

Smart cities are cities that work for the diverse citizenry that live and work in them. If we do not measure what matters, we will not be able to meet the unique needs of the citizens. The Mission has spearheaded data-driven decision-making in smart cities and has expanded its periodic data collection to 240+ cities for 700+ data points through the Urban Outcomes Framework.

Gender-related data is critical to assess gaps in the urban landscape, especially when expert studies across the world indicate that cities have been built predominantly from the male perspective. Thus, it was critical that the Mission, which has been a platform for innovation within the Ministry, test a gender assessment framework in select cities. These indicators that focus on women-specific policies, initiatives and services will guide cities to assess their current gender responsiveness.

My compliments to the six smart cities that have undergone this assessment and hope that they build on their strengths and recommendations highlighted in the report.

Message



Dr. Kalpana Viswanath
Co-Founder and CEO, Safetipin

It has been a privilege for Safetipin to test the She RISES framework in six smart cities with the support of the Smart Cities Mission. This framework offers cities a path towards making urban systems more gender-responsive and assesses a wide range of urban systems including policies, infrastructure and services to make sure that the lived experiences of women and girls are addressed. The aim is to help cities assess their level of gender responsiveness and provide them with a roadmap towards more inclusive cities. Many cities have already implemented programmes that work towards greater involvement of women in social, economic and political arenas.

As Indian women move towards greater empowerment by participating in all aspects of urban life, these policies and initiatives by city governments will go a long way in facilitating them. The government has stated its resolve to increase women's participation in the workforce and women-led development in the country. The commitment of the Mission towards making our cities inclusive for all is commendable and we are happy to be part of this endeavour.

About the Report

The report introduces the She RISES (Responsive, Inclusive, Safe and Equitable Systems) framework. It is a gender assessment framework by which cities can be audited for their responsiveness towards the needs of women and girls in cities. The framework consists of 37 indicators across five pillars: Gender Responsive Policy Initiatives, Public Spaces and Infrastructure, Mobility and Public Transport, Services and Amenities, and Response to Gender-Based Violence.

This framework is tested in six smart cities – Bengaluru, Jabalpur, Kakinada, Kochi, Kohima and Warangal – who volunteered their data. A comparison of each of their performances across the 37 indicators is provided, along with recommendations for each city to become gender-responsive and gender transformational. The report may be seen as a pilot study based on which the indicators may be mainstreamed into the periodic city assessments undertaken by the Ministry of Housing and Urban Affairs.

As India progresses towards its vision of a developed nation – Viksit Bharat – it is critical that our cities provide access and opportunities for women and girls to thrive and lead this development. Collecting periodic gender-disaggregated data is a crucial early step towards assessing the gaps and making our cities work for women and girls – thus fostering a more equitable and prosperous society.



Photo credit: Shutterstock

Table of Contents

Abbreviations	i
List of Boxes and Figures	ii
1 Introduction	1
2 She RISES: A Framework for Gender Transformation of Cities	7
Pillar 1: Gender Responsive Policy Initiatives	
Pillar 2: Public Spaces and Infrastructure	
Pillar 3: Mobility and Public Transport	
Pillar 4: Services and Amenities	
Pillar 5: Reponse to Gender-Based Violence	
3 City Performance on the She RISES Framework	41
City Profile	
Pillar-wise Data from Cities	
4 Roadmap for Cities	59
Bengaluru	
Jabalpur	
Kakinada	
Kochi	
Kohima	
Warangal	
5 Looking Ahead: Mainstreaming Gender in Urban Policies and Practice	73
Annexure I: Measurement of Indicators	77
Annexure II: A consolidated table on framework indicators and corresponding SDG goals	87
References	91

Abbreviations

BMTC	: Bengaluru Metropolitan Transport Corporation
BQS	: Bus Queue Shelter
CRUT	: Capital Region Urban Transport
DAY-NULM	: Deendayal Antyodaya Yogana – National Urban Livelihoods Mission
DTC	: Delhi Transport Corporation
ECB	: Emergency Call Box
ECD	: Early Childhood Development
ETM	: Electronic Ticketing Machine
FLFPR	: Female Labour Force Participation Rate
GBV	: Gender-Based Violence
HMV	: Heavy Motor Vehicle
ICCC	: Integrated Command and Control Centre
IFC	: Institute for Competitiveness
ILO	: International Labour Organisation
ISBT	: Inter State Bus Terminal
KSRTC	: Kerala State Road Transport Corporation
MoHUA	: Ministry of Housing and Urban Affairs
NIUA	: National Institute of Urban Affairs
NNC	: Nurturing Neighbourhoods Challenge
NSS	: National Sample Survey
NUHM	: National Urban Household Mission
NULM	: National Urban Livelihoods Mission
OECD	: Organisation for Economic Co-operation and Development
ORF	: Observer Research Foundation
PAS	: Public Announcement System
SCM	: Smart Cities Mission
SDG	: Sustainable Development Goals
SHG	: Self-Help Group
TSRTC	: Telangana State Road Transport Corporation
UOF	: Urban Outcomes Framework
VMD	: Variable Messaging Display
WCD	: Women and Child Development

List of Boxes and Figures

Box 1: Nurturing Neighbourhoods Challenge under Smart Cities Mission	3
Box 2: Bogotá Care Blocks Model	6
Box 3: Micro Skill Development Centres for Women Empowerment in Agra	11
Box 4: The Telangana State Heat Wave Action Plan 2021	12
Box 5: Employment of Transgender in Cuttack Municipal Corporation	12
Box 6: Gender Inclusive Sanitation Services in Madhya Pradesh	17
Box 7: Pink Toilets in Delhi	18
Box 8: Empowering Women Bus Drivers in Delhi	23
Box 9: Pan-India Challenge for Creating Healthy Streets	25
Box 10: Gender Inclusive Public Transport in Bhubaneswar	26
Box 11: ‘Cycle With Kochi’ for Green Commuting	26
Box 12: Rooptola Slum Amenities Cluster in Rourkela	32
Box 13: Nirbhaya Squad to Address Violence Against Women in Mumbai	37
Box 14: Smart Cities Mission’s Integrated Command and Control Centres Providing Safety to Women and Girls	39
Figure 1: She RISES Framework	9
Figure 2: Illustration showing the components of Public Spaces and Infrastructure	13
Figure 3: Illustration showing the components of Mobility and Public Transport	19
Figure 4: Illustration showing the components of Services and Amenities	27
Figure 5: Illustration showing the components of Response to Gender-Based Violence	33

1

INTRODUCTION

Cities are spaces of aspirations, opportunities and well-being but not all living in them can grow and prosper equally. Research in the last two decades

has established that the experiences of men and women in the city are different leading to distinct levels of participation and ownership (Kalpana Viswanath, 2007), (Shilpa Phadke, 2011), (Women in Cities International, 2012), (Cities Alliance, 2022). Women constitute half the population and yet are unable to participate equally in various aspects of city life. It is critical to recognise that women are not a homogenous category but intersectional identities of age, marital status, socio-economic profile and ability adds to the complexity of their experiences in cities.

Women's needs and concerns are often overlooked while shaping city policies, services, design and infrastructure.

Their restricted participation in the city stems from a range of factors including patriarchal socio-cultural norms, household and childcare responsibilities, inadequate access to housing and basic services and low representation in decision-making positions. In addition, actual and perceived fear of gender-based violence in public spaces and public transport, the disparity in access to educational opportunities, early marriage and motherhood, and limited mobility significantly impacts women's participation in the workforce. This is reflected in the Female Labour Force Participation Rate (FLFPR) in India. As per the statistics of ILO, the labour force participation rate for women in India declined from 30.3% in 2002 to 27.1% in 2012 to 24% in 2022 (The World Bank). While the labour force participation rate in urban India (FY 2021-22) stands at about

24% for females, it is significantly high for males-75% (MoSPI, Govt. of India, 2023).

Fear of sexual harassment and violence has reduced women's participation in the economy, education and public spaces.

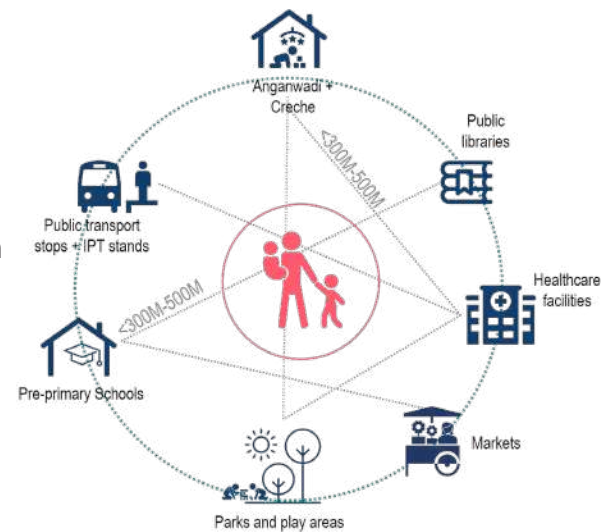
In a 2022 World Bank study, 88% of surveyed women in Delhi reported facing sexual harassment in public transport. The same study also showed that over 50% of women in Chennai and 63% of women in Pune faced sexual harassment on the bus (The World Bank, 2022). This is a disturbing trend and research has established that lack of safety is a key deterrent to women's equal participation in the city and all its opportunities. In a study conducted by ORF across 140 Indian cities in 2021, 52% of women highlighted that they had to turn down opportunities of education and employment due to the fear of sexual harassment and the lack of safety while accessing and using public spaces (Aditi Ratho, 2021).

Care work, which is the bulwark of any economy or society, has been invisibilised as it is primarily done by women.

This includes household work (in own and others home), care of children, elderly and people with disabilities. On average, women spend 7.2 hours a day as against 2.8 hours by men on care work (The Economic Times, 2023). In a study conducted by the OECD Development Centre, it was estimated that a two-hour increase in the unpaid labour commitments led to a 10% decrease in the FLFPR (Nikore, 2022). Thus, when we speak of an "inclusion" perspective on cities, we must acknowledge the care economy.

Box 1: Nurturing Neighbourhoods Challenge under Smart Cities Mission

The Nurturing Neighbourhoods Challenge (NNC) was launched by the Smart Cities Mission in 2020 to encourage the adoption of an early childhood-centric approach to city planning, design, and management, with a focus on the neighbourhood scale. The types of interventions implemented include young children and caregiver-friendly public spaces, ECD facilities with play and amenities, safe walking experiences, with several projects in urban poor communities.



Representation of a Nurturing Neighbourhood

Under the Challenge, over the last three years, 25 smart cities across India have piloted projects and 10 smart cities are now scaling up interventions through convergence with other state/local programmes, building institutional capacity and fostering partnerships with local communities. 160 projects have been implemented and 25+ projects are ongoing in 10 cities. Over 1600+ officials and 850+ frontline workers have been trained.

Learnings from NNC can be used to better plan, design and build care infrastructure. This includes bundling and placing care services in proximity of households, ergonomic and other liveability influences to carefully design for caregivers and children's needs. Technical assistance was provided by the World Resources Institute, who were funded by the donor and knowledge partner, Bernard van Leer Foundation.



Nurturing Neighbourhoods Challenge: Top 10 cities

Source: Smart Cities Mission



Pocket parks in each 19 wards in Kohima



Before



After

Parks in vulnerable communities in Warangal



Lactation booth in Rourkela



Public space in low-income housing community in Jabalpur

Girls and women seldom use public spaces for recreation and leisure. Historically, societal and cultural norms have imposed restrictions on women’s mobility and freedom to access public spaces. They are conditioned to traverse public spaces only for a legitimate purpose such as work, education or familial responsibilities. What is not available to women is the freedom to loiter or enjoy themselves in a park or any other public space, especially on their own and after dark (Phadke, Khan, Ranade, 2011). Thus, while designing public spaces, women’s concerns and aspirations must be considered.

Ministry of Housing and Urban Affairs (MoHUA) and Smart Cities Mission (SCM) are committed towards making cities inclusive for all. Within this context, the Mission has collaborated with Safetipin, a social impact organisation that works on gender and urban issues. Safetipin has developed the She RISES (Responsive, Inclusive, Safe and Equitable Systems) framework to collect data on gender responsive indicators for cities. SCM and Safetipin have undertaken an assessment of six smart cities to evaluate where they stand on the journey towards becoming more equal for women and delineated strengths and provided recommendations for each. The aim is to increase the gender responsiveness of urban stakeholders so that women’s lived realities are acknowledged and considered while formulating urban policies and practice.

The She RISES framework proposes a comprehensive approach towards gender transformation of our cities. This approach addresses the structural inequalities which impede women’s access to different aspects of the city. The indicators in the assessment framework focus on policies and plans, physical and social infrastructure (including transport), services (housing, education, childcare and gender-based violence), and institutional mechanisms and budgets. These indicators are aligned with the targets of Sustainable Development Goals, especially SDG 11 (Sustainable Cities & Communities) and SDG 5 (Gender Equality). The framework also addresses SDG 3 (Good Health & Well-being), SDG 6 (Clean Water & Sanitation), SDG 8 (Decent Work & Economic Growth) and SDG 13 (Climate Action).

The six smart cities selected for this assessment have already started their journey on gender inclusion since 2020, with the Nurturing Neighbourhoods Challenge (NNC) of the Mission. This three+ years initiative of the SCM aims to make cities friendly for young children and their caregivers. Six out of ten winning cities of NNC participated and submitted their responses on the indicators of the She RISES framework. These include cities of Bengaluru, Jabalpur, Kakinada, Kochi, Kohima and Warangal. City responses on indicators across the pillars have been discussed in later sections of this report. Based on the data submitted, strengths and key recommendations for each city has also been included in this report.

Box 2: Bogotá Care Blocks Model

Bogotá developed the CARE System to bring the city and its services to caregivers. These services for caregivers include:

- i) Professional and skills training
- ii) Wellness promotion
- iii) Income-generating activities

Services for care-receivers include professional care and recreational activities.

CARE Blocks are located within a 15-20 minute walk for most potential users — often within an 800 metre vicinity.

CARE Buses are mobile versions of CARE Blocks since approximately 75% of Bogotá is rural with a shortage of public services.

CARE Home Delivery provide services directly in the homes of the 14% of full-time female caregivers who can seldom leave their homes (due to the conditions of the persons they care for).

CARE School for Men provides courses for men and other members of the household, so they not only learn skills to manage household chores but also learn to appreciate and see care work as a meaningful and worthy responsibility.

CARE ALLIANCE, a growing network of private sector actors to generate exchange and collaboration.



Source: Bogotá: Centring Women's Care Work as a Core Municipal Function | Urbanet Bogotá Care Blocks | OECD Observatory of Public Sector Innovation

2

SHE RISES

A Framework for Gender Transformation in Cities

The framework addresses a range of issues faced by women in their everyday lives. It proposes a comprehensive approach towards the gender transformation of cities. There are four key principles that underlie the entire framework which have been termed She RISES (Responsive, Inclusive, Safe and Equitable Systems).



R - Responsive cities ensure that infrastructure and services are designed, planned and managed based on the needs of its residents.



I - Inclusive cities embrace people of all identities while recognising that certain identities have been privileged in city planning and design. Thus, an inclusive city will take into consideration the experiences and needs of people across the gender spectrum, economic status, race, religion, ethnicity, age and sexual orientation.



S - Safe spaces are those where women and others can move around and engage without fear. A safe city would be one where sexual harassment would not be a constant worry for anyone while walking on a street, riding a bus or visiting a park.



E - Equitable spaces and cities foreground equity over just equality as it recognises that people are diverse and live in different circumstances. An “equity” approach makes sure that different groups of people are given the necessary resources and opportunities needed to reach an equal outcome.

PILLAR 1

Gender Responsive Policy Initiatives

The following five pillars of knowledge are based on the fundamental principles. Of which, the 'Gender Responsive Policy Initiatives' acts as an umbrella to the subsequent pillars. These are further divided into components and indicators to measure gender responsiveness of urban systems.

1. Gender Responsive Policy Initiatives
2. Public Spaces and Infrastructure
3. Mobility and Public Transport
4. Services and Amenities
5. Response to Gender-Based Violence

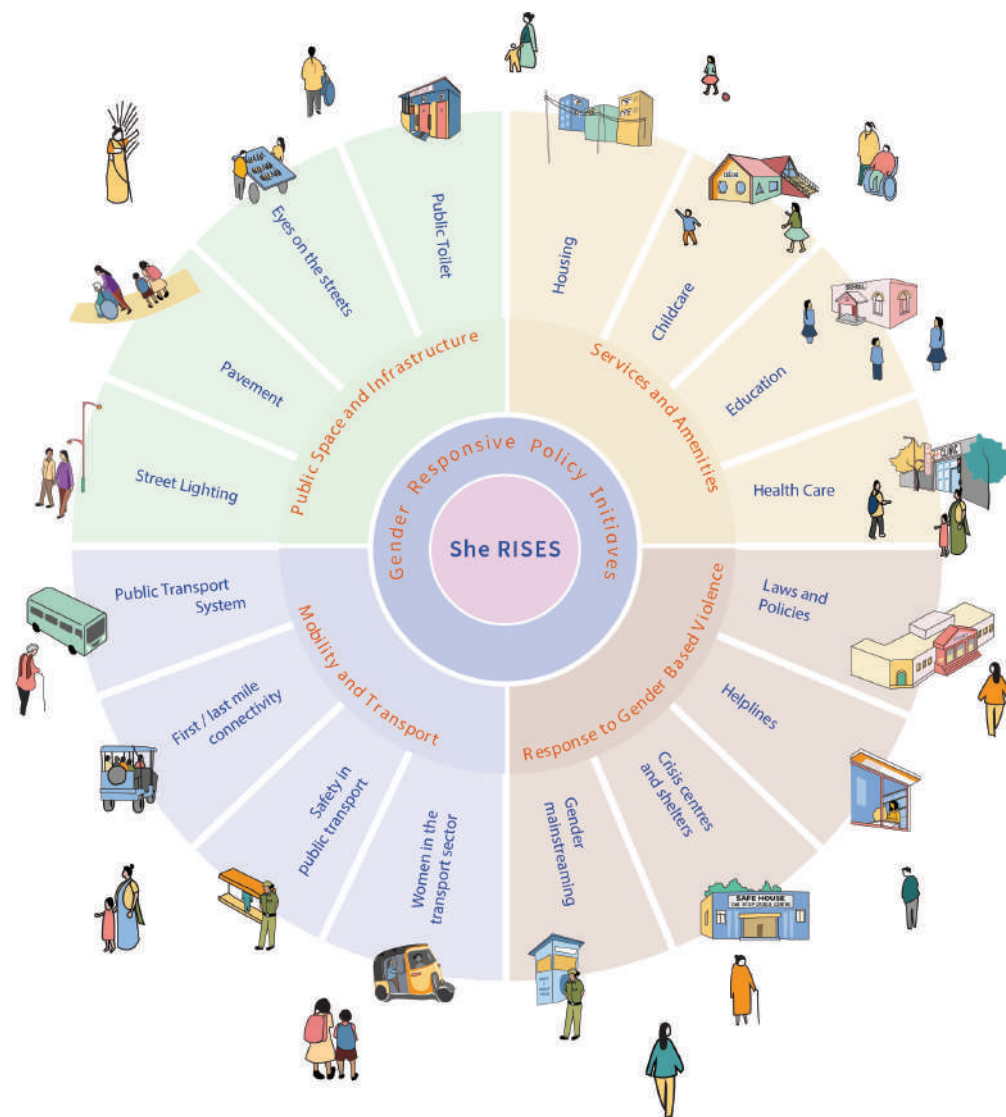


Figure 1: She RISES Framework

The gender responsive policy initiatives look at evaluating policies and programmatic interventions to make urban systems responsive to the needs of women. The following indicators are aligned with the targets of SDG 5 (Gender Equality), SDG 11 (Sustainable Cities and Communities), SDG 6 (Clean Water and Sanitation), SDG 13 (Climate Action) with a specific focus on women. The aim is to assess whether a city is aware of, and incorporates, gender perspective in policies formulated and implemented at city level.

Indicator 1: Are there special initiatives for women in government policies and programmes?

Government policies, programmes and initiatives should be planned and implemented to improve the quality of life of all the residents of a city. Special provisions are required for women as they are most affected by inadequate infrastructure and provision of services including water supply, sewerage, access to public spaces and public transport among others. This indicator explores special initiatives for women undertaken by the city through government policies and programmes.

Indicator 2: Are there provisions for inputs from gender experts on programmes and initiatives?

It is essential to ensure that women's needs and experiences in cities are acknowledged and considered when formulating policies. These could range from formulating policies on infrastructure, education, skill development and employment, political participation, data collection, pandemics, etc. This indicator explores the provision of inputs from gender experts – urban professionals, practitioners, researchers and others – to ensure that women's needs and experiences are reflected in policies.

Indicator 3: Does your city undertake a gender budgeting exercise?

Gender budgeting applies a gendered-lens to the allocation and tracking of public funds to ensure that all groups of users, especially women, benefit from the government policies. This includes both women-specific as well as general policies. This indicator assesses if the city undertakes a gender budgeting exercise and how the allocated budget is utilised for gender-specific initiatives.

Indicator 4: Are there provisions to address the impact of climate change on women?

As women are generally responsible for the households, their lives are deeply impacted by climate-related cycles and events in urban areas such as heat waves, floods, cyclones. They are more likely to live in extreme poverty and have fewer resources to withstand and recover from climate change related events (ARUP, University of Liverpool, UNDP, 2022). This indicator assesses any provisions for women in city or state level policies/action plans to mitigate the adverse impact of climate change.

Indicator 5: Are there provisions or initiatives for transgenders?

Transgender Persons (Protection of Rights) Act, 2019 recognises the rights of transgenders and guarantees basic rights including education and employment. Few cities have undertaken initiatives for their employment. This indicator explores any provisions or initiatives for transgenders undertaken by a city.

Indicator 6: Are there provisions for women to participate in ward level consultations?

The indicator explores the provisions for women's participation in consultations at the ward level. The consultations could focus on key development issues such as health, education, sanitation and transport, among others. This is often done through women's collectives or Self-Help Groups. This is to ensure that women's point of view is represented in decision-making processes.

Indicator 7: Are there provisions for public to provide feedback on city infrastructure and services?

Provisions for public feedback are fundamental to any service provision. Residents' point of view should not only shape policies and delivery but inform revisions when required. This indicator explores provisions for the public to share feedback on city infrastructure and services.

Box 3: Micro Skill Development Centres for Women Empowerment in Agra



Agra Smart City found an opportunity in leveraging the potential for handicrafts development to develop resources, capacity and facilities in a way that would lead to holistic benefits for the people, especially women, 87% of whom were unemployed. Micro-training centres were set up for training in zardosi, carpet weaving, marble inlay, brush making, etc. Through different community-based Self-Help Groups (SHGs), direct employment opportunities were provided to more than 1,350 women and indirect employment opportunities to several others. Some of the SHGs have been linked with the Dell Aarambh initiative for digital literacy.

Source: India's Smart Cities Mission, 2015-2021: A Stocktaking | Observer Research Foundation

Box 4: The Telangana State Heat Wave Action Plan 2021

The plan provides a detailed framework to reduce the impact of extreme heatwaves experienced in the recent past. It lists women, especially the pregnant and lactating women, vendors and construction workers among the vulnerable groups – along with children, the elderly and disabled. As per the plan, anganwadi centres, under the Women and Child Development Department (WCD), are to maintain a surveillance

mechanism on the nutrition and any illness symptoms among pregnant and lactating women. WCD hotline numbers should be active 24/7 to assist women in distress. The plan also includes capacity development of WCD on special needs of women. Further, municipal administration and urban development departments should ensure access to safe drinking water in slums, and ensure that women are aware of the preparedness measures.

Source: Telangana State Heatwave Action Plan – 2021 | Government of Telangana

Box 5: Employment of Transgender in Cuttack Municipal Corporation

Cuttack Municipal Corporation organised a group of transgender individuals into a Self-Help Group, provided training, and entrusted the responsibility of operations and management to them in 2020. This led to their engagement in multiple activities in sanitation and water supply in Odisha.



Source: Transgender led operation and management of SeTP in Cuttack Municipal Corporation, Odisha | The International Water Association

Public Spaces and Infrastructure



Figure 2: Illustration showing the components of Public Spaces and Infrastructure

A large part of the urban built environment consists of public spaces such as streets, markets, parks, etc. where everyday activities and social interactions take place. Public spaces are more frequently used by men. When these are designed to women's needs, they are likely to be used by more women. This will increase their access to opportunities and improve their well-being. This pillar is conceptualised as a composite of six indicators stemming from four components. These are discussed in detail in the following pages.

Public Spaces and Infrastructure

Components

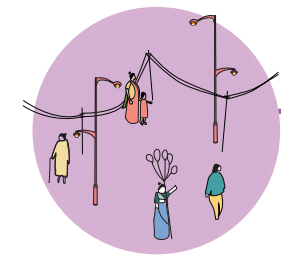
The following four key components impact women’s perception of safety and their ability to use public spaces freely.

Lighting: This is one of the significant factors that impact women’s perception of safety. Poorly-lit streets or open spaces generate a sense of fear, and most people especially women, tend to avoid such places. Adequate lighting at transit stops and along the streets increases women’s confidence to use public spaces without the constant fear of sexual harassment or assault.

Pavements: Well-designed obstruction-free pavements/ footpaths enable women and others to walk comfortably and even run in case of an emergency. People tend to walk on the street when there is a narrow or obstructed pavement which can also lead to accidents. It is even more risky if women are travelling with the elderly, children or babies in a stroller. In addition, the provision of seating would help pedestrians to rest, especially to those with limited mobility.

Public Toilets: This basic requirement is often inadequately provisioned in cities. Toilet cubicles for women are often fewer than those for men even though women need to use toilets more frequently, especially during pregnancy and menstruation. Provision of lactation booth and diaper changing stations are often not available or given adequate space. The infrastructure and design of public toilets especially in low-income neighbourhoods, seldom take women’s needs into consideration.

“Eyes on the Streets”: This urban design principle states that a person feels safer when they can be seen by others in a public space. It is particularly important for women as they feel more vulnerable in spaces that are isolated and where there are no pedestrians, shops, cafes, street vendors, etc. They also feel unsafe in spaces with high solid boundary walls or building setbacks that obstruct their vision or line of sight. The presence of people, vendors and familiar service providers makes a space more active, thereby providing a sense of safety to all, particularly women.



Indicators

The following indicators are derived from the components of this pillar

Indicator 8: Percentage of streets with streetlights

Indicator 9: Percentage of streets with footpath

Indicator 10: Percentage of streets with a shopfront

Indicator 11: Percentage of public toilets with women’s section

Indicator 12: Are there provision of lactation booths and diaper changing stations in public spaces?

Indicator 13: Are there special provisions for women street vendors?

Indicators: An Overview

A set of six indicators are developed under this pillar. These indicators are aligned with the targets of SDG 5 (Gender Equality), SDG 8 (Decent Work and Economic Growth) and SDG 11 (Sustainable Cities and Communities) with a specific focus on women. These aim to review the extent to which women are able to exercise their right to the city and, in doing so, access all public spaces. Though the infrastructure would serve all users, safety and the fear of violence, shapes the extent to which women access these spaces.

Indicator 8: Percentage of streets with streetlights

Well-lit areas are more frequently used by women as they feel safe and confident to move around. This indicator measures the percentage of all the streets within the jurisdiction of Urban Local Bodies (ULB) with streetlights. This includes all road types: arterial, sub-arterial, collector and local roads for the measurement.

Indicator 9: Percentage of streets with footpath

Footpaths are an integral part of the walking infrastructure in a city. This indicator measures the percentage of roads with footpaths within the jurisdiction of Urban Local Bodies (ULB). The footpath considered should be as per the guidelines of the Urban Outcomes Framework (UOF).

Box 6: Gender Inclusive Sanitation Services in Madhya Pradesh

The Asian Development Bank's 'Project UDAY (Ujwal DISCOM Assurance Yojana)' in six cities in Madhya Pradesh sought to enhance the living conditions of citizens, especially women and girls who are exposed to safety risks due to lack of access to water, sanitation and hygiene facilities. 65 Community Group Committees were formed (constituting 73% of women) to respond to community concerns, actively participate in the construction, maintenance and oversight of community toilets and other civic amenities. The project led to laying out of 2000+ kms of new water supply pipelines, 3600+ households with tap connections, infrastructure support to build individual toilets in households, and increased women's participation and enhanced leadership skills.

Source: Case Study: Keeping Women Safe through Access to Water, Sanitation | Development Asia

Indicator 10: Percentage of streets with a shopfront

Women feel safer in areas where there is activity at all times of the day. Availability of shops, restaurants, cafes, kiosks, etc. make a street more active where diverse groups of people, i.e. men, women, children, etc., can participate and enjoy public spaces freely. This indicator seeks to measure the percentage of streets (arterial and sub-arterial roads) with a shop front in a city.

Indicator 11: Percentage of public toilets with women's section

Unavailability of women's toilets in public spaces often prevents women from using public spaces. This indicator measures the percentage of public toilets with women's section within the jurisdiction of Urban Local Bodies (ULB). These include toilets operated or supported by the government.

Indicator 12: Are there provision of lactation booths and diaper changing stations in public spaces?

Women often traverse public spaces with small children including infants. Provision of childcare facilities such as lactation booths and diaper-changing stations enable women to access public spaces more comfortably. This indicator assesses the provision of these facilities in public spaces.

Box 7: Pink Toilets in Delhi

Pink Toilets are built and owned by the Municipal Corporation of Delhi on Public Private Partnership model with PVR NEST and Plan India. The overarching agenda is to empower women and increase their participation in public spaces. These toilets are maintained and supervised by women. They are free to use as underprivileged women are often left with Hobson's choice to defecate in open. These toilets also have multi-utility spaces such as restrooms, breastfeeding areas, diaper changing station, sanitary pad vending machines, incinerators, etc.

Source: Plan India

Indicator 13: Are there special provisions for women street vendors?

Women vendors are part of the large workforce in the informal sector and often face safety concerns on the streets. Their presence enhances the feeling of safety of other women users in a public space. This indicator explores special provisions such as designated vending zones, access to safe public toilets and public transport, financial support, representation of women vendors in town vending committees, etc.

Mobility and Public Transport

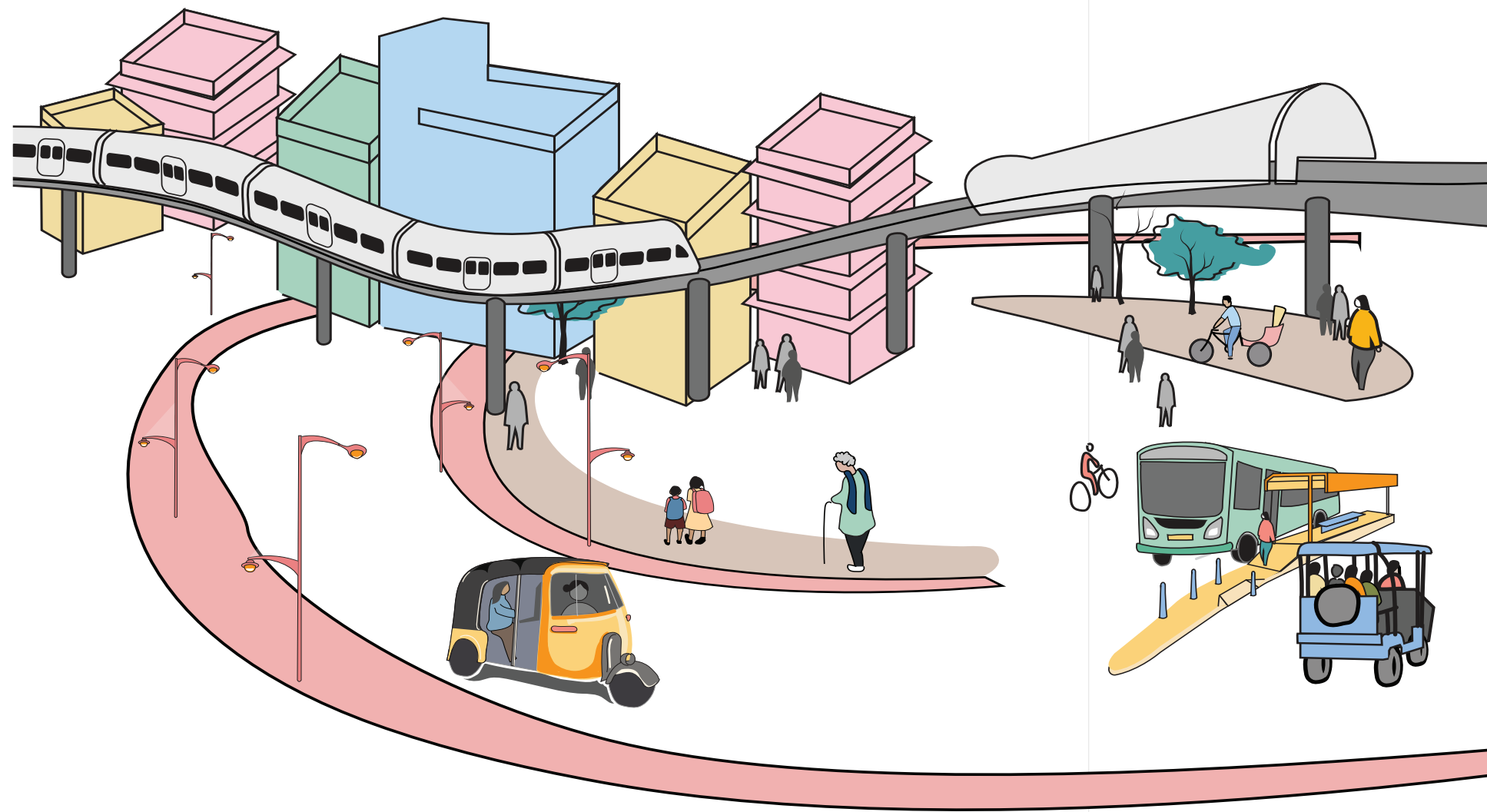


Figure 3: Illustration showing the components of Mobility and Public Transport

To ensure equitable mobility, a public transport system is an essential social good. Studies from around the world have shown that the travel patterns of women are different from men, and mobility and transport are experienced differently by both (TUMI GIZ and Despacio, 2020).

Women's travel patterns are more complex as they are defined by their caregiving roles, familial obligations, as well as income generating activities or employment. Women often make multiple trips with breaks, or combine different tasks with breaks – referred to as “trip chaining.” This pillar is conceptualised as a composite of eleven indicators stemming from four components. These are discussed in detail in the following pages.

Mobility and Public Transport

Components

The following components need to be considered while planning gender inclusive mobility:

Public transport system: Public transport systems need to be planned and managed for a diverse set of users with special reference to women and girls. An affordable city-wide coverage reaching the peripheral areas is essential for fulfilling the mobility needs of the poor especially women. Efforts need to be made to support and improve informal systems, which often serve the needs of millions of urban residents, especially in smaller cities.

Safety in public transport: Safety is one of the most important factors for women while choosing a mode of transport. Fear of safety in any part of the journey – reaching the transit stop, waiting at the stop, boarding and alighting the vehicle or while riding public transport – can prevent women from using public transport in the city. The absence of a real-time transport schedule constraints women to plan their daily trips. These factors could adversely impact their access to social and economic opportunities in a city. Adequate provisions for ensuring the safety of female commuters should be prioritised by city governments and transport departments.

Last and first mile connectivity: Safe last and first mile connectivity is an important concern for commuters, especially women and girls. Provision of a safe and conducive walking environment along with organised, reliable and safe intermediate public transport options can encourage more residents to use public transport. Robust last and first mile connectivity makes the entire public transport journey seamless and safe.

Women in transport sector: Women are underrepresented and constitute only 17% in the transport industry (Wei-Shiuen Ng, 2020). Attracting and retaining women in the industry continues to be a challenge for governments and private sector. Provisions for separate female toilets and creches at transport hubs along with financial assistance for undertaking driving training sessions could encourage women to join this sector.



Indicators

The following indicators are derived from the components of this pillar

Indicator 14: Does your city collect gender-disaggregated data on public transport usage?

Indicator 15: Are there any special provisions for women in public transport?

Indicator 16: Percentage of the city covered by buses

Indicator 17: Are there provisions for addressing last mile connectivity?

Indicator 18: Percentage of bus stops with a built structure

Indicator 19: Percentage of buses that display helpline numbers

Indicator 20: Percentage of bus stops that display helpline numbers

Indicator 21: Percentage of buses with panic buttons

Indicator 22: Is 'Request a Stop' facility available for women in buses after dark?

Indicator 23: Percentage of women drivers and conductors in buses

Indicator 24: Is periodic gender sensitisation training conducted for transport staff?

Indicators: An Overview

Eleven indicators are developed on mobility and public transport to better understand women-specific initiatives in cities to improve their usage and experience of public transport. These indicators are aligned with the targets of SDG 5 (Gender Equality) and SDG 11 (Sustainable Cities and Communities) to guide cities to provide safe, affordable, accessible, and sustainable transport systems for all, especially girls and women. The focus here is on government-run bus-based public transport as that is a commonly used mode of public transport in many Indian cities.

Indicator 14: Does your city collect gender-disaggregated data on public transport usage?

This indicator addresses the critical issue of collecting gender-disaggregated data on public transport usage in cities. This data can enable the city authorities to understand, acknowledge and plan for women's specific needs and expectations from city's public transport. This indicator explores the availability and provision of collecting such data in cities.

Indicator 15: Are there any special provisions for women in public transport?

Studies have shown that women prefer to use services that are exclusively for them as they feel safer. This could be women's only bus service or reserved coaches for women in local trains or metros. Though this is not a long-term solution while designing inclusive spaces and services, in the short term, exclusive transport services have been helpful in facilitating girls' and women's access to opportunities. This indicator looks at the provision of such services for women in the cities.

Box 8: Empowering Women Bus Drivers in Delhi

Azad Foundation, a Delhi-based NGO, works on livelihoods for women from underprivileged backgrounds in urban areas. It advocates non-traditional livelihoods such as driving and provides training for the same. Azad Foundation was instrumental in advocacy that resulted in changing rules about minimum height and years of experience which facilitated women's recruitment as bus drivers in Delhi Transport Corporation (DTC). In 2022, the experience criteria for the issuance of Heavy Motor Vehicle (HMV) licence was reduced to one month from three years, and the criteria of height for female drivers was reduced by 6 cms.

Source: Claiming Spaces for Women in Public Transport (Advocacy Brief) | Azad Foundation

Indicator 16: Percentage of the city covered by buses

Buses are the most common public transport service available in cities especially in smaller cities (tier II and tier III). They are usually affordable for all, especially female commuters who often have the constraints of access to personal vehicle and money. This indicator measures the percentage of the city serviced by government-run buses (intracity only), including city periphery.

Indicator 17: Are there provisions for addressing last mile connectivity?

Last mile connectivity is one of the most critical links of a public transport journey. Provisions of last mile connectivity options near public transport stops/stations (bus, metro, sub-urban train, ferry, etc.) such as feeder buses, autos, e-rickshaws, cycle rickshaws, public bicycle sharing, etc. during both peak and non-peak hours is essential. In addition, safe and comfortable walking infrastructure such as wide well-paved obstruction-free footpaths with adequate lighting, street furniture and elements of universal access such as tactile tiles, ramps enhance pedestrian comfort and encourages commuters to walk to and from the public transport stop or station. This indicator explores if the city administration has made provisions for addressing last mile connectivity.

Indicator 18: Percentage of bus stops with a built structure

Bus stops are not only a place to wait for the bus, but also a place for protection from weather. It also provides a sense of safety for women if they wait for buses at a designated stop with shelter. This indicator measures the percentage of bus stops with a built structure (covered roof) within the jurisdiction of Urban Local Bodies (ULB).

Indicator 19: Percentage of buses that display helpline numbers

Sexual harassment in public transport is a major concern for women commuters. Display of helpline numbers inside the buses provide an option for women to reach out to the concerned departments and if required, register complaints. This indicator measures the availability of helpline numbers inside government-run buses.

Indicator 20: Percentage of bus stops that display helpline numbers

Waiting at bus stops, especially during off-peak hours, is perceived as less safe by women – especially when they travel alone or are accompanying young children or the elderly. Inadequate lighting at and around bus stops and low bus frequency especially in deserted or unsafe areas add to their fear of using bus service. Display of helpline numbers at the bus stops could assist women in distress. This indicator measures the availability of helpline numbers at bus stops within the jurisdiction of Urban Local Bodies (ULB).

Indicator 21: Percentage of buses with panic buttons

Provision of panic buttons inside the buses supports women in distress to seek immediate help. These should be clearly visible and accessible to both the driver and passengers. Panic buttons are often connected to a control room for tracking and providing support in case of an emergency. This indicator measures the percentage of government-run intracity buses with panic buttons.

Indicator 22: Is 'Request a Stop' facility available for women in buses after dark?

'Request a Stop' is a facility for women travelling alone in buses after dark/night in many cities. This gives them the option of requesting the bus to stop in between designated stops so that they can minimise the time of being out alone. This indicator assesses the provision of this facility in government-run city buses.

Indicator 23: Percentage of women drivers and conductors in buses

Working in public transport, especially as drivers in buses, is viewed as a male dominated profession and breaking these barriers is indicative of inclusion and breaking gender stereotypes. With a focus on increasing employment opportunities for women in the city, this indicator measures the percentage of women drivers and conductors in government-run intracity buses.

Indicator 24: Is periodic gender sensitisation training conducted for transport staff?

Gender sensitisation and capacity development of institutions aids the process of inclusion. In this context, gender sensitisation of all staff including drivers and conductors, depot managers and other senior staff is critical to ensure that women join and can stay in this sector. Such training programmes are essential to ensure that women commuters are treated with dignity. This indicator seeks information on gender sensitisation training which is done periodically for the transport staff.

Box 10: Gender Inclusive Public Transport in Bhubaneswar

Capital Region Urban Transport (CRUT) is Odisha's public transport agency. They have redefined the way bus staff are perceived and respected by all. They call their drivers as Captains and conductors as Guides. With a focus on gender inclusion and women safety, 40% of their Guides are women and entire crew of Mo E-ride (feeder service) comprises women or transgenders only. CRUT also offers easy to identify bus queue shelters, whose names are written in Odia and English along with route numbers, network and neighbourhood maps, and toilet blocks in proximity. They also collect gender-disaggregated tickets through electronic ticketing machines (ETMs).

Source: Spandana: The Heartbeat of Public Transport in Odisha | Capital Region Urban Transport.

Box 9: Pan-India Challenge for Creating Healthy Streets



In 2020, the Smart Cities Mission, MoHUA turned Covid-19 crisis into an opportunity and launched two visionary challenges – India Cycles4Change and Streets4People to get cities to transform their streets into Healthy Streets. The Challenges adopted a citizen-centric approach to Test-Learn-Scale the interventions city-wide. 117 cities signed up to participate. 500 kms of footpaths and 220+ kms of cycle tracks were implemented, and over 1.5 lakh citizens participated in on-ground events conducted by cities. 15 cities adopted Healthy Streets Policy, 33 cities formed Apex Committee, 18 cities have setup Healthy Streets Cell, 19 cities prepared 3-year Healthy Streets Action Plans, and 17 cities developed 3-year Network Plans.

Source: Transforming Lives with Healthy Streets | ITDP India Smart Cities Mission

Box 11: 'Cycle With Kochi' for Green Commuting

City of Kochi launched the 'Cycle With Kochi' programme to promote green commuting. Nearly 200 women from Kudumbashree units were trained to cycle by the Bicycle Mayor of Kochi. In addition, a densely populated neighbourhood with narrow streets and under-utilised spaces was transformed into a family-friendly space with various play and exercise opportunities for the residents.

Source: Transforming Lives with Healthy Streets | ITDP India

Services and Amenities

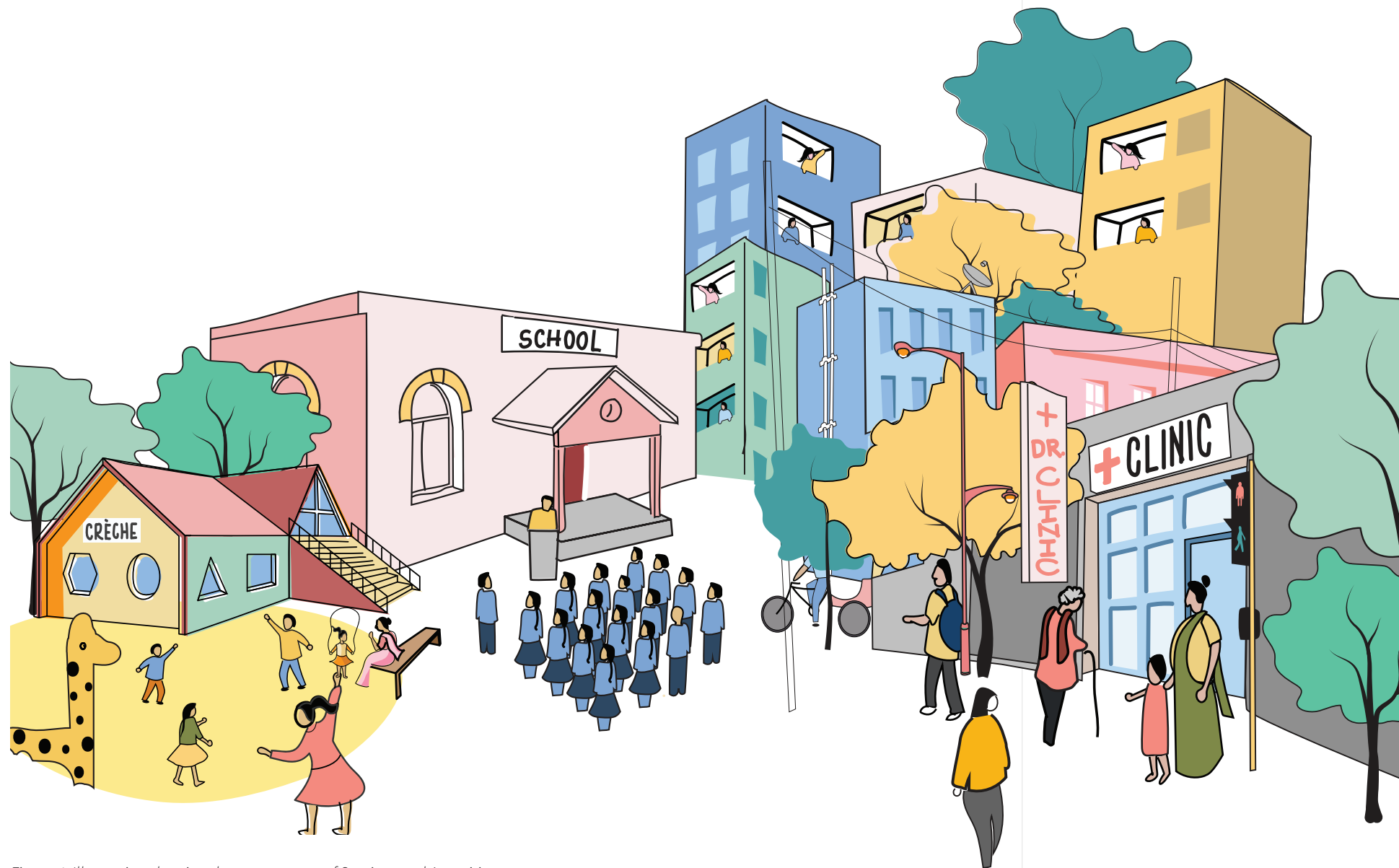


Figure 4: Illustration showing the components of Services and Amenities

Urban living is enhanced by the provision of good quality and affordable public services. Housing, water and sanitation, education, and health are among the basic services that all residents of a city should be able to access irrespective of their socio-economic class.

In addition, provision of childcare services such as creches and daycare are central to recognising the care economy and supporting women to participate equally in all aspects of urban life. This pillar is conceptualised as a composite of seven indicators stemming from four components. These are discussed in detail in the following pages.

Services and Amenities

Components

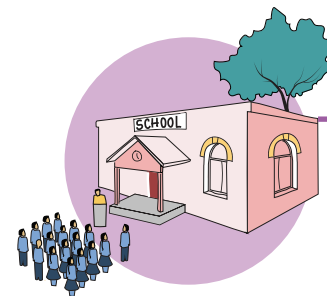
Provision of the following services is essential for building women responsive cities.

Housing: The impact of housing is multifaceted. From access to infrastructure, employment, education, and health to women's participation in the workforce, and many other components of well-being. Insecure tenure severely impacts urban poor especially women as they continue to carry the burden of care work, lose their support network, and are vulnerable to sexual violence. Government provisions for housing for single women and single mothers living on their own in cities is essential.

Child Care: Unavailability or poor condition of care-related amenities is an additional concern for women and families. Lack of childcare services, such as the availability of creches or childcare centres, affects women across economic groups and is one of the factors contributing to women's low labour-force participation. Public provision of childcare services along with policies to encourage private organisations to provide childcare facilities such as creches, and provisions for flexible working hours is essential.

Education: Ensuring quality education for girls and providing safe access to educational institutions could transform communities, strengthen economies, and reduce inequalities. Special provisions and programmes for keeping girls in school and bringing back girls who have dropped out should be safeguarded. Schools should be safe places for all students where they can grow and learn without any fear or discomfort. Safety audits should be conducted regularly in schools to ensure safe and responsive infrastructure, such as toilets as well as transport to and from the institution.

Health Care: Though health services are more easily available in cities than in villages, the quality, cost, and access to health care services vary in different parts of the city. Due to socio-cultural norms, poverty, and the burden of care work women often neglect their health, especially sexual and reproductive health. It is important that affordable and quality health care, with a focus on girls' and women's health, is delivered by city governments.



Indicators

The following indicators are derived from the components of this pillar

Indicator 25: Percentage of households in notified slums with piped water supply

Indicator 26: Percentage of households in notified slums with an attached toilet

Indicator 27: Are there schemes for housing with specific provisions for women?

Indicator 28: Number of women's hostels operated/supported by city administration

Indicator 29: Number of creches/childcare services operated/supported by city administration

Indicator 30: Number of incubation centres and skill development centres operated/supported by city administration

Indicator 31: Number of primary healthcare institutions operated/supported city administration

Indicators: An Overview

Seven indicators are developed on services and amenities with a focus on women residing in low-income neighbourhoods. Lack of safe and easy access to services and amenities adversely impact women as they are mostly responsible for care and household work. This is further compounded by the fact that many of them also work in the unorganised sector, where there are no basic facilities or minimal requirements for working conditions. These indicators are aligned with the targets of SDG 3 (Good Health and Well-Being), SDG 5 (Gender Equality), SDG 6 (Clean Water and Sanitation), SDG 8 (Decent Work and Economic Growth) and SDG 11 (Sustainable Cities and Communities) to promote safe access to basic amenities for women.

Indicator 25: Percentage of households in notified slums with piped water supply

Women in slums spend a considerable time in accessing basic services leaving little or no time for education, income-generating opportunities, and leisure. Carrying heavy containers of water to their home or waiting to collect water in extreme weather takes a toll on their health. This indicator measures percentage of households in notified slums having connection to municipal water supply.

Indicator 26: Percentage of notified households in slums with an attached toilet

Access to household toilets in slums is essential, especially for women due to biological factors such as menstruation and frequent urination during pregnancy. In addition, fear of sexual harassment and assault faced by women while accessing community-based toilets reinforce the need for household toilets. This indicator measures the percentage of households in notified slums with an attached toilet.

Indicator 27: Are there schemes for housing with specific provisions for women?

Women seldom are property owners, especially in low-income housing. They are often left without shelter due to disputes with family members. Women-headed households are among the poorest and with poor quality housing. This indicator explores the availability of schemes for housing with specific provisions for women (including single women, widows).

Indicator 28: Number of women's hostels operated/supported by city administration

Women's hostels operated or supported by the government provide shelter at reasonable cost to women. Such provisions are vital, especially for migrant women to overcome relocation challenges in unfamiliar cities and focus on their career and education. This indicator looks at the number of women's hostels operated or supported by city administration.

Box 12: Roptola Slum Amenities Cluster in Rourkela



A cluster of amenities like mobile library and play area for young children, micro-community centre especially for women SHGs, anganwadi and lactation space is created around a temple in a compound in Rourkela, adjacent to slum communities. This is meant for women and elderly in the community to interact, work and be proximate to their young children engaged in play, leisure reading or school work. In the future, other needs like a creche, health centre, laundry and other facilities can be added to the cluster based on community needs. This was developed by converging funds from different government schemes – Smart Cities Mission, Jaga Mission, Mukta Mission and District Mineral Fund with some technical assistance under the Mission's Nurturing Neighbourhoods Challenge.

Source: Smart Cities Mission

Indicator 29: Number of creches/ childcare services operated/supported by city administration

Childcare is largely the responsibility of women. This limits their opportunities to pursue education and employment. Provision of creches near their residence or workplace is essential to enable them to pursue employment. This indicator seeks information on the number of creches that are operated or supported by government.

Indicator 30: Number of incubation centres and skill development centres operated/supported by city administration

Women are often unable to join the workforce due to lack of skilled training. Skill development centres provide training which can lead to economic opportunities. Such centres are part of the government's efforts to bring women into employment. This indicator looks at the number of such centres (women-only or centres for all) for women that are operated or supported by city administration.

Indicator 31: Number of primary healthcare institutions operated/supported by city administration

Access to healthcare is essential for the wellbeing of all, especially women. Well-equipped and staffed urban primary healthcare institutions with facilities to treat a range of infections, child birth, pre and post-pregnancy care, and easy access to information and contraceptives would help reduce the rates of neonatal and maternal mortality. This indicator looks at the number of primary healthcare institutions operated/supported by city administration.

Response to Gender-Based Violence

Components

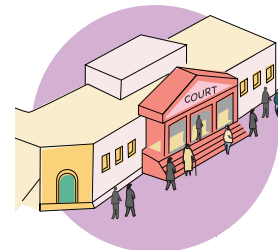
The following components need to be addressed for improved prevention and response to Gender-Based Violence.

Laws and Policies: With the recognition of sexual harassment in public places as a form of violence against women, strategies, laws and policies have been put into place by different agencies to deal with them as well as offer services for survivors of gender-based violence (GBV). However, the key issue here is the implementation of such policies.

Helplines: Helplines are intended to offer immediate and emergency responses to women affected by different forms of violence. These helplines are run by police, national and state women’s commissions and NGOs. Many women find it difficult to remember helpline numbers and reach out in a moment of need. Provision of a single national helpline number for women in need, like the 1098 Childline along with periodic training and standard protocols for the helpline operators is recommended.

Crisis centres and shelters: These have been established to provide timely response and services, including health and psychological support, and legal and police services to survivors in one place where women feel safe. Crisis centres are available in hospitals, police stations and some are also run by NGOs and women’s groups. The key issue here is to ensure that these services are sensitively designed, responsive to the needs of survivors, and located in safe areas.

Gender mainstreaming and sensitisation: In addition to response mechanisms, a commitment to the prevention of violence is also very important. Gender sensitisation training as well as standard operating protocols need to be put into place in all institutions including transport departments, police, education, and health institutions so that the services are sensitive to the needs of women and girls. All employees should be made aware of these provisions so that they could reach out to the concerned department/authority in distress.



Indicators

The following indicators are derived from the components of this pillar

Indicator 32: Number of ‘One Stop Centres’ for women

Indicator 33: Number of protection officers

Indicator 34: Number of shelter homes for women survivors of violence operated/supported by city administration

Indicator 35: Number of shelter homes for homeless women operated/supported by city administration

Indicator 36: List the different helpline numbers available for women

Indicator 37: Are there ICC enabled services to address crime or misconduct?

Indicators: An Overview

Cities must provide a range of services to the survivors of violence. This should include robust response mechanisms such as helplines, health and psychological support, shelter, legal and police services to the survivors. A set of six indicators are developed on response to gender-based violence. These indicators are aligned with the targets of SDG 5 (Gender Equality) which aims to eliminate all forms of violence against girls and women in both public and private spheres, adopt and strengthen sound policies and enforceable legislation for the promotion of gender equality and the empowerment of all women and girls at all levels.

Indicator 32: Number of 'One Stop Centres' for women

One Stop Centres are set up to provide support to women survivors of violence. They provide integrated support and access to services such as medical, police assistance, legal, psychological and counselling under one roof. It also provides temporary shelter. This indicator looks at the number of One Stop Centres for women provided in the city (district-wise).

Indicator 33: Number of protection officers

Protection Officers are appointed under the Protection of Women from Domestic Violence Act (2005) and are meant to provide immediate support, including legal support, to the survivor of violence. Each district is supposed to have one such officer. This indicator looks at the number of protection officers in the city (district-wise).

Box 13: Nirbhaya Squad to Address Violence Against Women in Mumbai

Nirbhaya Squad was established in 2022 by Mumbai Police with specially trained women officers to combat crimes against women. These squads are set up at all 91 police stations in Mumbai with each comprising of a woman assistant or sub-inspector, a woman constable, a male constable and a driver. A special vehicle has been assigned to each squad. They have also launched a helpline number 103.

Source: Mumbai Police

Indicator 34: Number of shelter homes for women survivors of violence operated/supported by city administration

Short-stay homes provide temporary shelter and safe spaces for women and girls who faced a threat of violence or were in difficult circumstances. These have been part of different schemes since the 1960s and provide a range of support services. Different categories of shelter homes offer shelter, care and support to women subject to violence; pregnant and lactating women; trafficked girls and women, etc. (Action India, Jagori and Nazariya, 2019). This indicator looks at the number of shelter homes for women survivors of violence that are operated or supported by city administration.

Indicator 36: List the different helpline numbers available for women

Women Helplines are 24-hour tollfree telecom services intended to provide immediate and emergency response to women in distress both in private and public spaces. They also provide information on laws and schemes. This indicator looks at different helpline numbers available for assisting women in distress.

Indicator 35: Number of shelter homes for homeless women operated/supported by city administration

Homeless people, especially women, are among the most discriminated and marginalised. Living on the streets without any shelter increases the vulnerability of homeless women to abuse, sexual violence, disease, mental health issues, etc. Shelter for homeless women provide shelter for different time durations along with provisions for young children. This provision is separate from shelters for homeless families (HLRN, n.d.). This indicator looks at the availability of shelters for homeless women in the city.

Indicator 37: Are there ICCC enabled services to address crime or misconduct?

The Integrated Command and Control Centres (ICCCs), set up in cities under the Smart Cities Mission, leverage real-time data through a network of field devices (cameras, emergency call box, mobile applications, etc.) to detect incidents or receive complaints basis which emergency response or investigative action is taken by police and/or respective departments. This indicator looks at various use cases/services deployed in cities by leveraging ICCCs to prevent, detect or discipline for crime or misconduct.

Box 14: Smart Cities Mission's Integrated Command and Control Centers Providing Safety to Women and Girls

The Integrated Command and Control Centres (ICCCs), set up in cities under the Smart Cities Mission, leverage real-time data through a network of field devices for immediate decision and response. Over 70 smart cities use ICCCs for preventing, detecting and solving crime. Thus enabling safety in cities, that women and girls also benefit from.

Emergency Call Boxes (ECBs) installed in strategic locations allow citizens to contact emergency services (police/medical) via ICCCs and avail immediate assistance during crisis.

A network of public cameras at strategic locations (traffic junctions, streets, inside buses, public parks, etc.) connected to ICCCs provide live monitoring in cities, which deter crime/misconduct and/or allow quick response.

Public Announcement System (PAS) and Variable Messaging Displays (VMDs) in public spaces connected to ICCCs assist in delivering important information/awareness to public.

Geospatial analysis of crime records help prioritise areas in cities for focused efforts on deterrence and behavior change.



Field devices in public spaces connected to ICCC in smart city of Sagar

“As a result of 24X7 monitoring through CCTV cameras across the city, there has been significant reduction in cases of eve-teasing, chain snatching, bag snatching and vandalism. Crime rates have reduced by 18% post implementation of the Eye-Way Project (YoY). Major Crimes have been resolved using graphic CCTV footage.

– CEO, Rajkot Smart City, June 2023

”The cameras in the walled city have reduced incidents of chain snatching and eve-teasing, bringing us psychological safety and freedom to roam around without worry.

– Citizen, Jaipur Smart City, May 2023

Scan QR Code to watch a video on how citizens benefit from ICCCs



Source: Smart Cities Mission



Integrated Command and Control Centres in smart cities of Indore (on left) and Prayagraj (on right)

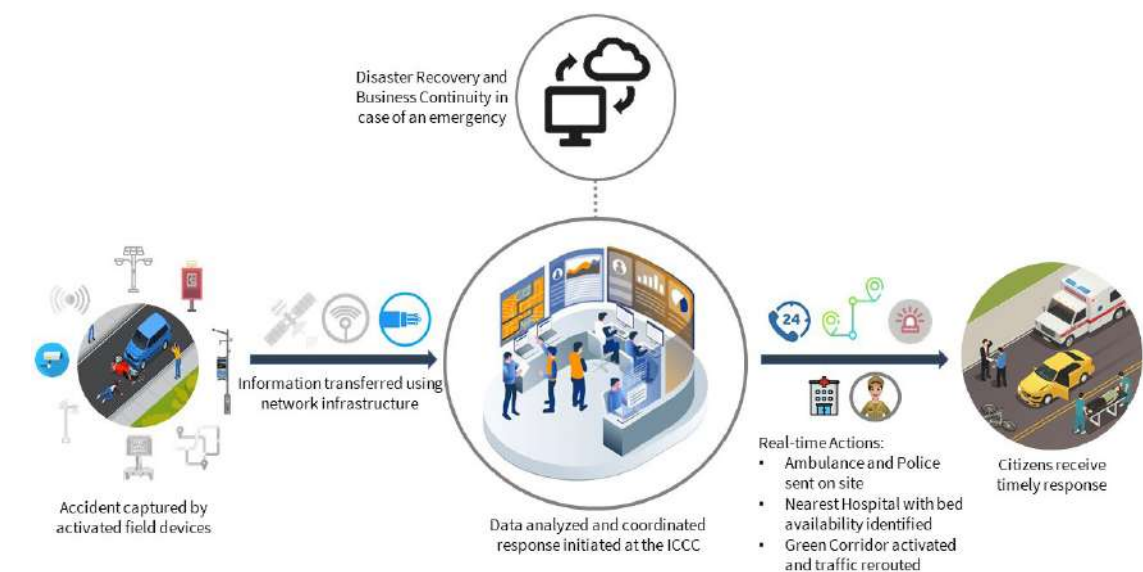


Diagram illustrating the working of ICCCs along with field devices, data processing and analysing tools, and response teams

3

CITY PERFORMANCE ON THE SHE RISES FRAMEWORK

The gender-responsive indicators would enable a city to evaluate its gender-friendly approach to planning and designing urban systems. These indicators would help a city to measure the extent to which it is aware of and responsive to women's realities, and the extent to which women participate in the city. In the process, these indicators will help the city identify their areas of strength and opportunities for improving gender-sensitive urban systems.

The indicators were developed in a way that it requires brief responses. These were a yes or no, percentages, the names of policies, or brief details of data collected by government departments. Though these issues impact the lives of all residents of the city, especially those residing in low-income neighbourhoods, the focus here is on women as they constitute half of the population and are also the centre of the care economy of the city. The quality of provisions and services provided by the city impact, among other aspects of daily life, the time and energy women spend on accessing essential services; the ease of mobility – for education, employment, and leisure; access to safe shelter; and provisions for response to gender-based violence.

The study aimed to assess the ease of availability of data on the indicators in cities and further, help them understand their current level of gender responsiveness. Six smart cities – Bengaluru, Jabalpur, Kakinada, Kochi, Kohima and Warangal participated in the assessment.

These are all part of the Nurturing Neighbourhoods Challenge under the Smart Cities Mission. In collaboration with Safetipin, an online orientation session was organised in February 2023 to introduce the indicators of the framework to the city data officers. In the following months, the data on the indicators was shared with the Safetipin team for the assessment, who further held discussions with cities to seek clarifications.

The cities' responses to the indicators are presented in a tabular format. The following pages are a collation of pillar-wise data received from the participating cities on the framework indicators. Cities that shared additional details to respective indicators are also compiled within the table. The responses not only highlight the availability of data but also indicate that cities have started to recognise and provide services for addressing women's needs.



Photo credit: Smart Cities Mission

City Profile

Jabalpur

Judicial capital of MP
Tier 2 City

Hilly terrain, located on the banks of Narmada river

48% Female

Urban Local Bodies

Nagar Nigam Jabalpur

10.55 Lakhs
Total Population*

Kakinada

Second largest port of AP
Tier 2 City

Coastal city

51% Female

Urban Local Bodies

Kakinada Municipal Corporation

3.12 Lakhs
Total Population*

Bengaluru

State Capital
Tier 1 City

Plataeu - Green with water bodies

48% Female

Urban Local Bodies

Bruhat Bengaluru Mahanagar Palike
Bangalore Development Authority
Bangalore Metropolitan Region Development Authority

84.40 Lakhs
Total Population*

Kohima

State Capital
Tier 3 City

Hilly terrain

48% Female

Urban Local Bodies

Kohima Municipal Council

0.99 Lakhs
Total Population*

Kochi

Commerical Capital of Kerela
Tier 2 City

Estuarine ecosystem of 1100+ kms of waterways

51% Female

Urban Local Bodies

Kochi Municipal Corporation
Greater Cochin Development Authority
Goshree Islands Development Authority

6.02 Lakhs
Total Population*

Warangal

Second largest city of state
Tier 2 City

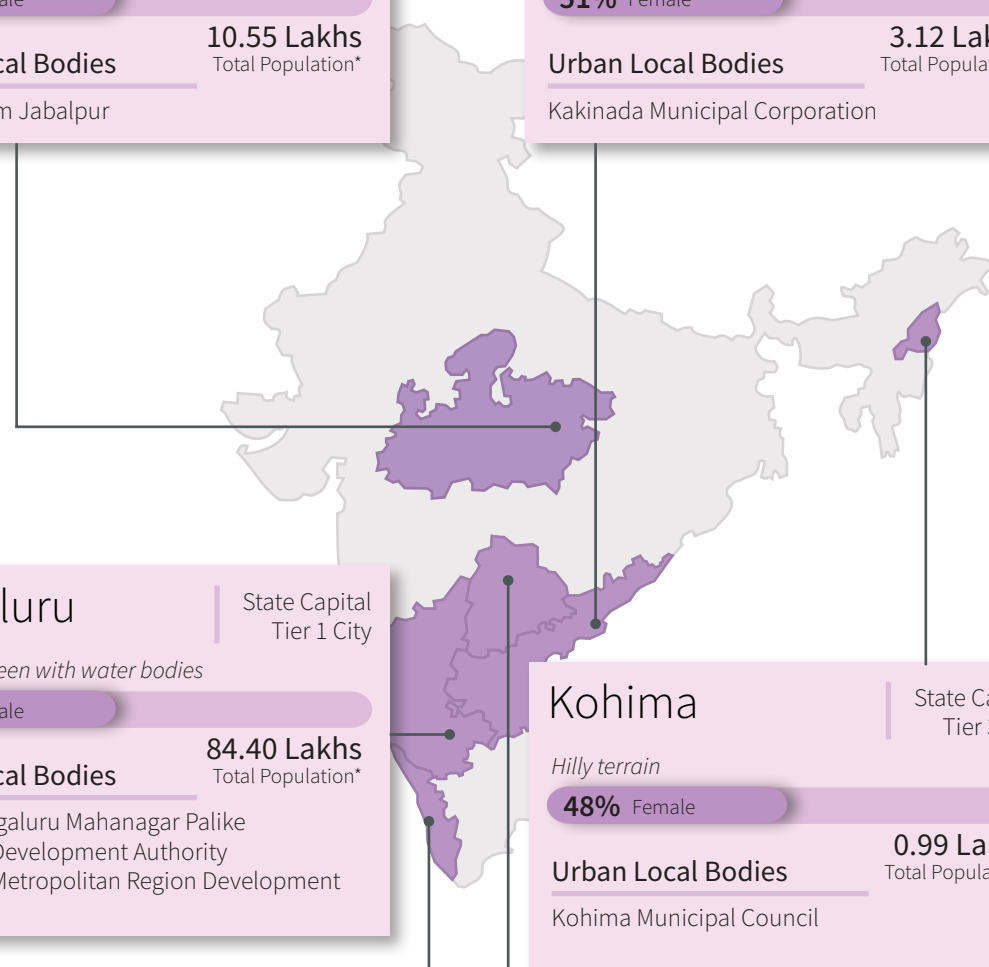
Plateau - rocky and hilly

51% Female

Urban Local Bodies

Greater Warangal Municipal Corporation

6.27 Lakhs
Total Population*



*Census 2011

Pillar-wise Data from Cities

1. Gender Responsive Policy Initiatives



BENGALURU	JABALPUR	KAKINADA	KOCHI	KOHIMA	WARANGAL
01 Are there special initiatives for women in government policies and programmes?					
<p>Yes Under 'Project Rashmi', a space is created at the Police Headquarters in Bengaluru for female staff to socialise and rest, especially during menstruation or for lactation.⁽¹⁾</p> <p>A day care centre for young children and toddlers is developed inside a government office (MS Building) building to support working parents.⁽¹⁾</p>	<p>Yes (Provision of lactation booth at ISBT waiting area; at children vaccination centre at Manmohan Nagar; at Nutrition Rehabilitation Centre.</p> <p>Lighting up dark spots with LED lights.</p> <p>Weekly programme for women entrepreneurs called Udyogini)</p>	<p>Yes Upgradation of 50+ primary and secondary schools to improve enrollment of girl child.⁽¹⁾</p> <p>Inclusion of dedicated open gyms for women in large city parks.⁽¹⁾</p>	<p>Yes Under the Cochin Corporation's 'Cycle With Kochi' programme, the Bicycle Mayor of Kochi trained nearly 200 women from Kudumbashree units to bicycle to promote green commuting.⁽²⁾</p> <p>Developed a 100m long linear park in a neighbourhood street for young children and caregivers' recreational needs near their homes.⁽¹⁾</p>	<p>Yes Transformed a roadside garbage dump into a green, community-funded micropark and adapted a schoolyard into a multipurpose public space for young children and caregivers.⁽³⁾</p>	<p>Yes Improved play spaces in an anganwadi and provided safer access to it by enhancing pedestrian infrastructure along streets and junctions in the area.⁽³⁾</p>
02 Are there provisions for inputs from gender experts on programmes and initiatives?					
No provision	No provision	Yes (details not reported)	No provision	Yes (city reaches out to women organisations for their inputs on projects)	No provision
03 Does your city undertake a gender budgeting exercise?					
No	No	No	Yes (State government has earmarked 21.2% for gender-specific schemes. Additionally, the city government has set aside funds for women entrepreneurs, women's hostels and fitness centres)	No	No
04 Are there provisions to address the impact of climate change on women?					
No provision	No provision	Yes (details not reported)	No provision (city has a climate action plan but no provisions for women)	No provision (currently under consideration)	No provision

Note: Responses are limited to initiatives under SCM, however, in future assessment cycles the pillar will be applied across all government initiatives applicable at the local level.



Assessment framework indicators align with the SDG goals 5, 6, 11 and 13

BENGALURU	JABALPUR	KAKINADA	KOCHI	KOHIMA	WARANGAL
05 Are there provisions or initiatives for transgenders?					
Yes (public toilets in KR market and at KR market junction)	No provision	Yes (details not reported)	Yes (budget allocated for clinics and shelters)	No provision	Yes (employment opportunity to maintain public and community toilets; manage generic drug stores) ⁽⁴⁾
06 Are there provisions for women to participate in ward level consultations?					
Data not reported	Yes (women's participation is through ward committees. There are 16 such committees in the city)	Yes (details not reported)	Yes (representatives of community-based organisations, Kudumabshree and anganwadi; government agencies such as ICDS, WCD; development agencies are involved in ward level consultations)	Yes (need based consultations held with support of women organisations)	Yes (women's participation is through ward committee member. There are 66 ward committees in the city)
07 Are there provisions for public to provide feedback on city infrastructure and services?					
Yes (BBMP website link: https://bbmp.gov.in/ And Sahaya (Namma Bengaluru) https://apps.karnataka.gov.in/)	Yes (MP Nagar Palika App; E-Nagar Palika; CM Helpline (181); Jan Sunwai; Jabalpur Apna Nigam App)	Yes (Kakinada egov web portal, Citizen Buddy Telangana App)	Yes (Public Grievance Cell by KMC and citizen web portal as part of ICCC)	Yes (residents can write to city leadership or reach out to ULB through social media platform)	Yes (MyGwmc App, Toll free number)

Additional information sourced online in support of cities' response:

(1) Smart Cities Mission, MoHUA

(2) Transforming Lives with Healthy Streets, ITDP India

(3) Update on C4C and S4P challenges launched by MoHUA

(4) Uplifting livelihood of transgenders

Pillar-wise Data from Cities

2. Public Spaces and Infrastructure



	BENGALURU	JABALPUR	KAKINADA	KOCHI	KOHIMA	WARANGAL
08 Percentage of streets with streetlights	Data not reported	Above 80% (1850 kms of road length in ULB have streetlights)	Data not reported in percentage (746 kms of road length in ULB have streetlights)	Above 80% (1115 kms of road length in ULB have streetlights)	Data not available (streets are extensively developed with streetlighting by the Power Dept., New Renewable Energy Dept. and under the Smart Cities Mission)	Between 50-80% (1600 kms of road length in ULB have streetlights)
09 Percentage of streets with footpath	Below 50% (3246 kms of road length have footpath)	Below 50% (43 kms of road length have footpath)	Data not reported in percentage (26.7 kms of road length have footpath)	Above 80% (335 kms of road length have footpath)	Data not available	Below 50% (23 kms of road length have footpath)
10 Percentage of streets with a shopfront	Data not reported	Below 50%	Data not reported in percentage (2 streets)	Between 50-80%	Data not available	Below 50%
11 Percentage of public toilets with women's section	Data not reported in percentage (‘Suvida Cabin’ provided for Pourakarmikas includes changing room, toilets, storage shelves, nursing mother’s room, drinking water, phone charging and first aid facility. One such cabin provided in Malleshwaram ward and another one planned in Jakkur ward)	Between 50-80%	Data not reported in percentage (2 toilets)	Between 50-80%	Above 80%	Above 80%
12 Are there provision of lactation booths and diaper changing stations in public spaces?	Yes Under ‘Project Rashmi’, a space is created at the Police Headquarters in Bengaluru for female staff to socialise and rest, especially during menstruation or for lactation. ⁽¹⁾	Yes (Lactation booth at ISBT waiting area, at Children vaccination centre at Manmohan Nagar, and at Nutrition Rehabilitation Centre)	Yes (one such centre. No further details reported)	Yes (feeding rooms are provided in metro stations. More such facilities are being developed in parks and public spaces)	No provision (city is focusing on children and caregivers centric development at the moment)	No provision
13 Are there special provisions for women street vendors?	Data not reported	Yes (funds provided to SHGs through NULM. No further details reported)	No provision	No provision	Yes (support provided especially through the DAY-NULM. No further details reported)	No provision

SHG: Self Help Group | NULM: National Urban Livelihood Mission
 DAY-NULM: Deendayal Antyodaya Yojana-National Urban Livelihoods Mission

Pillar-wise Data from Cities

3. Mobility and Public Transport



BENGALURU	JABALPUR	KAKINADA	KOCHI	KOHIMA	WARANGAL
14 Does your city collect gender-disaggregated data on public transport usage?					
Yes (data collected through daily and monthly passes in buses)	No	No	No	No	No
15 Are there any special provisions for women in public transport?					
Yes (39% seats are reserved for women. Free bus ride for women to travel anywhere in the state) ⁽⁵⁾	Yes (6 seats are reserved for women)	Yes, in state-run buses (seats are reserved in state-run buses. Fare concessions are given only to senior citizens travelling in state-run buses)	Yes (25% seats are reserved for women and additional 8% seats for senior women)	No provision	Yes (33% seats are reserved for women)
16 Percentage of the city covered by buses					
100% coverage	70% coverage	City bus service not available	Data not reported in percentage (56 bus services in Ernakulam city)	10% coverage	50% coverage
17 Are there provisions for addressing last mile connectivity?					
Yes (92 metro feeder services making 1649 trips)	No	No	No	Under preparation	No
18 Percentage of bus stops with a built structure					
Data not reported	Between 50-80%	Data not reported in percentage (12-15 bus stops with shelter)	Above 80%	Above 80% (100%: all bus stops have shelter)	Between 50-80%
19 Percentage of buses that display helpline numbers					
Above 80% (BMTc call centre/helpline number is displayed in all buses)	Between 50-80%	No provision	Above 80%	No provision	Data not reported in percentage

Additional information sourced online in support of cities' response:
[\(5\) Free bus service for women](#)




Assessment framework indicators align with the SDG goals 5 and 11

BENGALURU	JABALPUR	KAKINADA	KOCHI	KOHIMA	WARANGAL
20 Percentage of bus stops that display helpline numbers					
Data not reported	Between 50-80%	No provision	Above 80%	No provision	Data not reported in percentage
21 Percentage of buses with panic buttons					
Above 80% (panic buttons are being installed in 4900 buses which will be operational soon)	Below 50%	0 (available in Super Luxury and AC buses only)	Above 80%	0	Above 80%
22 Is 'Request a Stop' facility available for women in buses after dark?					
Yes	No	Yes	Yes	No	Yes
23 Percentage of women drivers and conductors in buses					
Below 50% (6.15% that constitutes 1469 women conductors and 1 woman driver)	0	Below 50% (30.4% i.e 38 women out of 125)	Below 50% (KSRTC has about 15% women conductors)	Data not available	Below 50%
24 Is periodic gender sensitisation training conducted for transport staff?					
Yes (all BMTC employees undergo the training)	No	Yes, staff in state-run buses	No	Yes	No

Pillar-wise Data from Cities

4. Services and Amenities

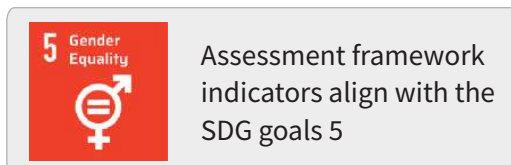


	BENGALURU	JABALPUR	KAKINADA	KOCHI	KOHIMA	WARANGAL
25 Percentage of households in notified slums with piped water supply	Data not reported	Above 80%	Data not reported in percentage	Above 80%	Data not available	Above 80%
26 Percentage of households in notified slums with an attached toilet	Data not reported	Above 80%	Data not reported in percentage	Above 80%	Data not available	Above 80%
27 Are there schemes for housing with specific provisions for women?	Data not reported	No	No	No (single homeless women and widows are given priority under LIFE mission)	Data not available	No
28 Number of women's hostels operated/supported by city administration*	Data not reported	88	0	1	0	1
29 Number of creches/childcare services operated/supported by city administration	Data not reported	0	0	40 in Ernakulam	4	0
30 Number of incubation centres and skill development centres operated/supported by city administration	Data not reported	30	3	1	1	0
31 Number of primary healthcare institutions operated/supported by city administration*	Data not reported	Data not available	13	Data not available	16	Data not available

* Data retrieved from AMPLIFI portal
NUHM: National Urban Household Mission

Pillar-wise Data from Cities

5. Response to Gender-Based Violence



	BENGALURU	JABALPUR	KAKINADA	KOCHI	KOHIMA	WARANGAL
32 Number of 'One Stop Centres' for women	Data not reported	1	1	1	0	1
33 Number of protection officers	Data not reported	Data not available	1	1 in each district	2	0
34 Number of shelter homes for women survivors of violence operated/ supported by city administration	Data not reported	1	1	3 (in Ernakulam district)	0	0
35 Number of shelter homes for homeless women operated/supported by city administration	Data not reported	9	0	3 (in Ernakulam district)	0	0
36 List the different helpline numbers available for women	Data not reported	Special unit for women safety: "Code Red Jabalpur". Helpline number: 7049112341-44	112, 1098, 181, 14567, 100 9121211100, 9490760974, 6309898989	Helpline number-181	181	Bharosa Centre
37 Are there ICCC enabled services to address crime or misconduct?	<p>Yes City surveillance using CCTV cameras.</p> <p>Ambulance tracking using GPS.</p> <p>ECBs installed to contact emergency services (police/ medical) via ICCC.</p>	<p>Yes City surveillance using CCTV cameras.</p> <p>PAS for announcements/ awareness.</p> <p>Monitoring of sensor-based smart street lights.</p>	<p>Yes City surveillance using CCTV cameras.</p> <p>PAS for announcements/ awareness.</p> <p>Monitoring of sensor-based smart street lights.</p>	<p>Yes AI-based crime surveillance system for crowd detection, theft, unattended baggage, etc.</p> <p>Monitoring of sensor based smart street lights.</p> <p>PAS for announcements/ awareness.</p>	<p>Yes Vehicle theft detection using ANPR cameras.</p> <p>PAS for announcements/ awareness.</p> <p>Monitoring of sensor-based smart street lights.</p>	<p>Yes City surveillance using CCTV cameras.</p> <p>PAS for announcements/ awareness.</p> <p>Monitoring of sensor-based smart street lights.</p>

ECB: Emergency Call Boxes
 PAS: Public Addressal System
 ANPR: Automatic Number Plate Recognition

4

ROADMAP FOR CITIES

The She RISES framework encompasses a gender lens to support cities to move towards becoming gender responsive and finally gender transformative. For a city to be truly inclusive and responsive, consistent efforts are required by urban stakeholders to recognise, acknowledge and incorporate the concerns and aspirations of different users in policies, programmes and services.

Cities could be at different levels of progress on the path to bridging the gender gap in urban systems. Collecting data and information, periodically, on the indicators of this framework would enable cities to not only gauge their current state of gender responsiveness but also to measure their progress and parallelly assess the effectiveness of their approach and revise the plans, if need be, to truly address the needs of women. Equally important, this would also facilitate them to embark on their journey to achieve SDG targets.

The data reported by the cities were closely looked at to understand how each city has fared under different pillars in terms of making provisions that focus on women's concerns and needs in the city. This helped in identifying the city's strengths under each pillar. The identified strengths are not a comparison between cities, but highlight key initiatives undertaken or unique accomplishments of a city within the gamut of indicators of the framework.

Drawing insights from their responses, a set of key recommendations was charted out for each city. Going forward, a deeper analysis (through collecting relevant data, capacity development workshops) can be carried out with cities to understand the nuances of their urban systems and further assist them in progressing on the journey towards gender transformation.



Photo credit: Smart Cities Mission

Bengaluru

Strengths

Gender Responsive Policy Initiatives



- Programmes and initiatives for transgenders (public toilet facility for transgenders at a few public spaces).
- Mechanisms for feedback on city infrastructure.

Public Spaces and Infrastructure



- Public toilet facility for Pourakarmikas (Suvida Cabin) with amenities catering to women's needs in Malleshwaram ward.
- Provision of women-supportive facilities (Project Rashmi) at few bus terminals and government offices.

Mobility and Public Transport



- Gender-disaggregated mobility data collected for bus commuters.
- Gender sensitisation training for all BMTC staff.
- 100% city-wide bus coverage, including peripheral areas.
- Free bus tickets for women.
- 39% seats reserved for women in buses.
- Provision of panic buttons and helpline numbers in more than 80% of the buses.
- Provisions for addressing last mile connectivity.
- Provision of 'Request a Stop' facility for women commuters in buses.

Recommendations

Gender Responsive Policy Initiatives

- Incorporate inputs from gender experts to ensure that women's needs and experiences are reflected in policies.
- The city should undertake a gender budgeting exercise to ensure that all groups of users especially women benefit from the government policies.

Public Spaces and Infrastructure

- The city has reported provision of footpaths in less than 50% of its streets. Well-maintained obstruction-free footpaths should be ensured throughout the city.
- Suvidha Cabins should be installed in more parts of the city so that pourakarmikas can easily access safe, hygienic women's public toilets with supportive childcare amenities.

Mobility and Public Transport

- Institutionalise gender-disaggregated data collection for all modes of public transportation in the city and share it in public domain for researchers and professionals to draw insights. Such datasets should be used to inform public transport planning, design and operations in the city.
- Efforts should be made to induct more women drivers and conductors in the transport sector. Make provisions for women staff at terminals/depots such as separate toilets, menstrual and childcare amenities to encourage more women to join and continue in the sector.



Photo credit: Smart Cities Mission

Jabalpur

Strengths

Gender Responsive Policy Initiatives



- Women's participation in ward level consultations.
- Mechanism for feedback on city infrastructure.
- Weekly programmes for women entrepreneurs (Udyogini).

Public Spaces and Infrastructure



- Provision of streetlights in more than 80% of the city.
- Provision of childcare facilities (lactation booth at ISBT, vaccination centres and nutrition rehabilitation centres).
- Provision of financial assistance for women vendors through SHGs under NULM.

Mobility and Public Transport



- 70% of the city including peripheral areas serviced by government-run buses.

Services and Amenities



- Provision of piped water supply and attached toilets in more than 80% of slums (household).

Response to Gender-Based Violence



- Provision of One Stop Centre for women.
- Provision of government operated/supported shelters for women survivors of violence and homeless women.
- 'Code Red Jabalpur' helpline number for assisting women facing violence.

Recommendations

Gender Responsive Policy Initiatives

- Incorporate inputs from gender experts to ensure that women's needs and experiences are reflected in policies.
- Devise an inclusive and comprehensive climate action plan leaving no one behind, especially women living in low-income communities.

Public Spaces and Infrastructure

- The city has reported provision of footpaths in less than 50% of its streets. Well-maintained obstruction-free footpaths should be ensured throughout the city.
- Women's public toilets with sanitary napkin vending machines, incinerators and breastfeeding facilities should be provided across the city.

Mobility and Public Transport

- Safe and efficient last mile connectivity solutions such as autos, cycle-rickshaws and e-rickshaws should be available around bus stops for the safety and convenience of the commuters.
- Install panic buttons and display helpline numbers in all buses.
- Devise comprehensive strategies (hiring policies, supportive infrastructure, financial aid, etc.) to induct women in the transport sector.

Services and Amenities

- Provision of government operated/ supported women's hostels should be ensured. These could be particularly helpful for single women and migrant workers to overcome relocation challenges in unfamiliar cities.
- Provision of childcare facilities such as creches run by public agencies should also be ensured to enable women's access to higher education and employment opportunities.
- The city has provision of incubation and skill development centres. Additional provisions for training of women in non-traditional professions such as medical technicians, electricians, drivers, etc. should be ensured.



Photo credit: Smart Cities Mission

Kakinada

Strengths

Gender Responsive Policy Initiatives



- Inputs from gender experts on programmes.
- Women's participation in ward level consultations.
- Mechanisms for feedback on city infrastructure.
- Provisions for women in climate action plan.
- Programmes and initiatives for transgenders.

Public Spaces and Infrastructure



- Provision for childcare facilities at one centre.

Mobility and Public Transport



- Seat reservation and fare concession to women in state-run buses.
- Provision of 'Request a Stop' facility for women commuters in buses.
- 30% women employed as drivers and conductors in state-run buses.
- Gender sensitisation training for all transport staff in state-run buses.

Services and Amenities



- Provision of three government operated/supported skill development centres for women.
- Provision of primary healthcare institution operated/supported by city administration.

Response to Gender-Based Violence



- Provision of One Stop Centre for women.
- Provision of protection officers.
- Provision of shelter for women survivors of violence.
- Helpline numbers for assisting women facing violence.

Recommendations

Gender Responsive Policy Initiatives

- The city should undertake a gender budgeting exercise to ensure that all groups of users especially women benefit from the government policies.

Public Spaces and Infrastructure

- Provision for childcare facilities has been reported at one centre in Kakinada. Such provisions (lactation rooms/booths and diaper changing stations) should be made available at other frequently used public spaces such as parks, transport hubs and public toilets across the city.
- Designated, well-lit vending zones should be allocated for women vendors in popular public spaces. Public convenience facilities such as drinking water and women's public toilets should also be provided nearby.

Mobility and Public Transport

- Government-run buses should ply in all parts of the city, including peripheral areas.
- Safe and efficient last mile connectivity around bus stops/terminals must be ensured to promote the use of public transport in the city. Helpline numbers and emergency panic buttons should be provided in all government-run buses to ensure safety of the commuters, especially women.

Services and Amenities

- Provision of childcare facilities such as creches operated/supported by government should be ensured to enable women's access to higher education and employment opportunities.

Response to Gender-Based Violence

- Provision of government operated/supported safe shelter for homeless women with essential services should be ensured.



Photo credit: Smart Cities Mission

Kochi

Strengths

Gender Responsive Policy Initiatives



- 21% state fund earmarked for gender-specific schemes.
- Budget allocated for clinics and shelters for transgenders.
- Women's participation in ward level consultations.
- Mechanisms for feedback on city infrastructure.

Public Spaces and Infrastructure



- Provision of streetlights and footpaths in more than 80% of the city.
- Provision of lactation rooms in metro stations.

Mobility and Public Transport



- 25% seats reserved for women with additional 8% for senior women commuters in buses.
- Provision of panic buttons and helpline numbers in more than 80% of the buses.
- Provision of 'Request a Stop' facility for women commuters in buses.
- 15% women employed as conductors in KSRTC.

Services and Amenities



- Provision of piped water supply and attached toilets in more than 80% of slums (household).
- Provision of five government operated/supported women's hostels.
- Provision of 40 government operated/supported childcare or creche facilities.
- Provision of government operated/supported incubation centres and skill development centres.

Response to Gender-Based Violence



- Provision of One Stop Centre and protection officers.
- Provision of government operated/supported shelters for women facing violence and homeless women.
- Helpline number for assisting women in distress.

Recommendations

Gender Responsive Policy Initiatives

- Specific provisions for women, especially from the low-income communities should be included in the city's climate action plan.
- Incorporate inputs from gender experts to ensure that women's needs and experiences are reflected in policies.

Public Spaces and Infrastructure

- Ensure all public spaces and transit stations have separate toilets for women with menstrual & childcare facilities (lactation room/booth, diaper changing station).
- Strengthen the implementation of policies and initiatives for women vendors. Ensure provision of designated vending zones with access to basic supporting facilities such as adequate lighting, nearby public toilets and public transport.

Mobility and Public Transport

- The city should collect mobility-related gender-disaggregated data to understand the varying needs of different commuters. Such datasets should be used to inform public transport planning, design and operations in the city.
- Safe and efficient last mile connectivity around bus stops/terminals/metro stations must be provided to ensure safety of the commuters and promote the use of public transport in the city.
- Conduct periodic gender sensitisation training for all transport staff, including drivers, conductors, depot managers and other senior officials.



Photo credit: Smart Cities Mission

Kohima

Strengths

Gender Responsive Policy Initiatives



- Inputs from gender experts on programmes.
- Women's participation in ward level consultations.
- Mechanisms for feedback on city infrastructure.

Public Spaces and Infrastructure



- Provision of women's public toilets in more than 80% of city's public spaces.
- Provision for women vendors under Deen Dayal Upadhyaya Antyodaya Yojana (DAY) NULM.

Mobility and Public Transport



- Provision of shelter/ built structure at all bus stops.
- Gender sensitisation training for all transport staff.

Services and Amenities



- Provision of government operated/supported women's hostel.
- Provision of childcare or creche facilities operated/supported by city administration.
- Provision of government-run incubation centres and skill development centres.
- Provision of government-run primary healthcare institutions.

Response to Gender-Based Violence



- Provision of protection officers.
- Helpline number for assisting women in distress.

Recommendations

Gender Responsive Policy Initiatives

- The city should undertake a gender budgeting exercise to ensure that all groups of users, especially women benefit from the government policies.
- A city climate action plan with specific provisions for women, especially those living in low-income communities should be formulated.

Public Spaces and Infrastructure

- Childcare facilities such as lactation rooms/booths should also be provided inside women's public toilets for nursing mothers. Provision for diaper changing station should be available in either both male and female public toilets or in a common area easily accessible by anyone.
- The city has reported supporting street vendors under the National Urban Livelihoods Mission. Specific provisions such as designated vending zones in frequently used public spaces with adequate lighting, access to safe drinking water and female public toilets must be ensured.

Mobility and Public Transport

- City should introduce measures for employing women in the local public transport system. This would not only generate employment opportunities for women but also enhance the perception of safety among female commuters.
- Helpline numbers should be displayed in local public transport modes.
- The city should start collecting mobility-related gender-disaggregated data to better understand and respond to specific mobility challenges of the commuters through policies, programmes and initiatives.

Response to Gender-Based Violence

- The city must provide a One Stop Centre with integrated support services such as legal, medical, police assistance, etc. under one roof for women survivors of violence.
- Provision of government operated/supported safe shelter for homeless women with essential services should be ensured.



Photo credit: Smart Cities Mission

Warangal

Strengths

Gender Responsive Policy Initiatives

- Employment opportunities for transgenders (public and community toilets, and drug stores).
- Women's participation in ward level consultations.

Public Spaces and Infrastructure

- Provision of women's public toilets in more than 80% of the city.

Mobility and Public Transport

- 33% seats reserved for women in buses.
- Provision of panic buttons in more than 80% of the buses.
- Provision of 'Request a Stop' facility for women commuters in buses.

Services and Amenities

- Provision of piped water supply and attached toilets in more than 80% of slums (household).
- Provision of one government operated/supported women's hostel.

Response to Gender-Based Violence

- Provision of One Stop Centre for women.
- Bharosa Centre's helpline number for assisting women facing violence.

Recommendations

Gender Responsive Policy Initiatives

- Incorporate inputs from gender experts to ensure that women's needs and experiences are reflected in policies.
- Mechanism for collecting citizen feedback on city infrastructure must be ensured.

Public Spaces and Infrastructure

- Provision of functional streetlights, well-maintained obstruction-free footpaths should be ensured throughout the city.
- Childcare facilities such as lactation rooms should also be provided inside women's public toilets for nursing mothers. Provision for diaper changing should be available in either both male and female public toilets or in a common area easily accessible by anyone.

Mobility and Public Transport

- Warangal has reported 50% of the city is serviced by government-run buses. Efforts should be made to increase this to 100% covering the city peripheral areas. This would provide all residents with an affordable public transport service.
- Provisions for safe and efficient last and first mile connectivity options such as autos, e-rickshaws must be available around bus stops in all parts of the city.
- Periodic gender sensitisation trainings should be conducted for all transport staff to assist women in distress.

Services and Amenities

- Provision of government operated/supported childcare facilities such as creches should be ensured to enable women's access to higher education and employment opportunities.
- The city should provide skill development centres for imparting skill training to women thereby increasing their access to economic opportunities.

Response to Gender-Based Violence

- Provision of protection officers in each district should be ensured.
- Provision of government operated/supported safe shelter for homeless women with essential services should be ensured.

5

LOOKING AHEAD

Recognising Care Work and Care Economy

The Smart Cities Mission has been supporting cities towards sustainable and inclusive development since its inception in 2015. With a commitment to achieve the SDG targets, the mission has envisaged a city where all residents can aspire and have equitable access to opportunities for growth and well-being. Today, in acknowledgement of the needs and concerns of often excluded groups such as women, the elderly, children and the disabled, many city governments have rolled out interventions to enable them to access different facets of city life with ease.

Over the past few years, there has been increasing acknowledgement of the need to recognise the care economy and integrate it into the policy and practice of urban planning and development.

“Care work is essential for the reproduction of the future workforce, for the health and education of the current workforce, and for caring for the growing numbers of older people. Most of the unpaid care work throughout the world is undertaken by women and is a key factor in determining whether women can enter and stay in employment and the quality of jobs they perform. Most care workers are women, frequently working in the informal economy, in very poor conditions and receiving low levels of pay.” (ILO, 2018).

The National Sample Survey (NSS) data shows that around 40% of the Indian population is involved in unpaid care work. An ILO report says that global demand for care work is expected to increase by

2030 (due to demographic transformation and rapid urbanisation), and investment in India’s care economy could generate 11 million employment opportunities of which more than 30% would be for women (India Employer Forum, 2023).

Cities must plan their urban policies and governance that engage with this intrinsic demand. As part of the G20 deliberations, India has recognised the need to further this agenda and has received recommendations on gender-inclusive childcare policies and quality care sector in G20 countries (Ban, Bandyopadhyay, & Barrantes, 2023). As cities grow, progress and become smart, this agenda must be brought to the centre and impact all policies and decisions towards caring and sustainable urban growth.

The Smart Cities Mission has been working on the Nurturing Neighbourhoods initiative to make public spaces and services child-friendly. It is crucial to complement this approach with one that focuses on the caregivers and works towards a supportive ecosystem. Childcare is one aspect of caregiving which includes elderly care, disability care as well as all the housework involved to maintain a worker in the productive economy. Therefore, to plan and design cities at the centre of the care economy, it is imperative to build a comprehensive understanding of women’s concerns and aspirations from the city, and further, be able to measure and evaluate the impact of the undertaken interventions, policies and programmes.

In this era of digital transformation, data and technology plays a pivotal role as an enabler for meaningful and impactful change in cities. In acknowledgement, the Smart Cities Mission (SCM, MoHUA), National Institute of Urban Affairs (NIUA) and Institute for Competitiveness (IFC) had launched the Urban Outcomes Framework (UOF) 2022 to provide a transparent and comprehensive cross-city database on 14 sectors – Demography, Economy, Education, Energy, Finance, Environment, Governance & ICT, Health, Housing, Mobility, Planning, Safety and Security, and Solid Waste Management.

In order to make the urban systems, across sectors, responsive to care work and care economy, it is crucial to unpack the elements that are measurable. In this light, the 37 indicators under the She RISES framework, developed by SCM and Safetipin, that focuses on women-specific policies,

initiatives and services will guide cities to assess their systems' gender-responsiveness. These indicators highlight the importance of gender-disaggregated data across different aspects of urban systems. Based on the responses received from the six smart cities, the indicators would be updated for ease of understanding and accuracy in collecting data points for the assessment. Going forward, a comprehensive rubric shall be developed to grade the cities and measure progress across different stages of gender transformation.

We hope the six participating smart cities build on their strengths and key recommendations highlighted in the report. We aspire to take this assessment framework to many more cities in India and support them to become truly inclusive and gender-responsive.



Annexure I

(Measurement of Indicators)

Pillar 1
Gender Responsive Policy Initiatives

Calculation & Benchmark

1. Are there special initiatives for women in government policies and programmes?	Not Applicable
2. Are there provisions for inputs from gender experts on programmes and initiatives?	Not Applicable
3. Does your city undertake a gender budgeting exercise?	Not Applicable
4. Are there provisions to address the impact of climate change on women?	Not Applicable
5. Are there provisions or initiatives for transgenders?	Not Applicable
6. Are there provisions for women to participate in ward level consultations?	Not Applicable
7. Are there provisions for public to provide feedback on city infrastructure and services?	Not Applicable

Response Type

Unit of Measurement

Yes or No (If yes, please provide details)	Yes or No
Yes or No (If yes, please provide details)	Yes or No
Yes or No (If yes, please provide details)	Yes or No
Yes or No (If yes, please provide details)	Yes or No
Yes or No (If yes, please provide details)	Yes or No
Yes or No (If yes, please provide details)	Yes or No
Yes or No (If yes, please provide details)	Yes or No

Pillar 2
Public Spaces and Infrastructure

Calculation & Benchmark

8. Percentage of streets with streetlights	$\frac{\text{Length of all roads in the ULB with streetlights}}{\text{Total length of all roads in the ULB}} \times 100$
9. Percentage of streets with footpath	$\frac{\text{Length of roads in the ULB that has footpath}}{\text{Total length of roads in the ULB}} \times 100$
10. Percentage of streets with a shopfront	$\frac{\text{Length of arterial and sub-arterial roads in the ULB with shopfront}}{\text{Total length of arterial and sub-arterial roads in the ULB}} \times 100$
11. Percentage of public toilets with women's section	$\frac{\text{No. of public toilets with women's section in the ULB}}{\text{Total no. of public toilets in the ULB}} \times 100$
12. Are there provision of lactation booths and diaper changing stations in public spaces?	Not Applicable
13. Are there special provisions for women street vendors?	Not Applicable

Response Type

Unit of Measurement

Above Average (Above 80%) Average (Between 50- 80%) Below Average (Below 50%)	Percentage
Above Average (Above 80%) Average (Between 50- 80%) Below Average (Below 50%)	Percentage
Above Average (Above 50%) Average (Between 30-50%) Below Average (Below 30%)	Percentage
Majority (Above 80%) Moderate (50 - 80%) Few (Below 50%)	Percentage
Yes or No If Yes, please provide details	Yes or No
Yes or No If Yes, please provide details	Yes or No

Pillar 3
Mobility and Public Transport

Calculation & Benchmark

14. Does your city collect gender-disaggregated data on public transport usage?	Not Applicable
15. Are there any special provisions for women in public transport?	Not Applicable
16. Percentage of the city covered by buses	$\frac{\text{Total length of road on which buses ply}^*}{\text{Area of the city}} \times 100$ <i>*where bus frequency is upto 1 hr</i>
17. Are there provisions for addressing last mile connectivity	Not Applicable
18. Percentage of bus stops with a built structure	$\frac{\text{No. of bus stops in the ULB with built structure (i.e covered roof)}}{\text{Total no. of bus stops in the ULB}} \times 100$
19. Percentage of buses that display helpline numbers	$\frac{\text{No. of buses that display helpline numbers}}{\text{Total no. of buses}} \times 100$
20. Percentage of bus stops that display helpline numbers	$\frac{\text{No. of bus stops in the ULB that display helpline numbers}}{\text{Total no. of bus stops in the ULB}} \times 100$
21. Percentage of buses with panic buttons	$\frac{\text{No. of buses with panic buttons}}{\text{Total no. of buses}} \times 100$
22. Is 'Request a Stop' facility available for women in buses after dark?	Not Applicable
23. Percentage of women drivers and conductors in buses	$\frac{\text{No. of women bus drivers and conductors}}{\text{Total no. of bus drivers and conductors}} \times 100$
24. Is periodic gender sensitisation training conducted for transport staff?	Not Applicable

Response Type

Unit of Measurement

Yes or No If Yes, please provide details	Yes or No
Yes or No If Yes, please provide details	Yes or No
Provide a percentage	Percentage
Yes or No If Yes, please provide details	Yes or No
Above Average (Above 80%) Average (Between 50- 80%) Below Average (Below 50%)	Percentage
Above Average (Above 80%) Average (Between 50- 80%) Below Average (Below 50%)	Percentage
Above Average (Above 80%) Average (Between 50- 80%) Below Average (Below 50%)	Percentage
Yes or No If Yes, please provide details	Yes or No
Provide a value in percentage	Percentage
Yes or No If Yes, please provide details	Yes or No

Pillar 4
Services and Amenities

Calculation & Benchmark

Response Type

Unit of Measurement

25. Percentage of households in notified slums with piped water supply

$$\frac{\text{No. of households in notified slums covered with piped water connection}}{\text{Total no. of households in notified slums in the ULB}} \times 100$$

Above Average (Above 80%)
Average (Between 50- 80%)
Below Average (Below 50%)

Percentage

26. Percentage of households in notified slums with an attached toilet

$$\frac{\text{No. of households in notified slums with an attached toilet}}{\text{Total no. of households in notified slums in the ULB}} \times 100$$

Above Average (Above 80%)
Average (Between 50- 80%)
Below Average (Below 50%)

Percentage

27. Are there schemes for housing with specific provisions for women ?

Not Applicable

Yes or No
If Yes, please provide details

Yes or No

28. Number of women's hostels operated/ supported by city administration

(Benchmark as per UOF: 1 per 10 lakh population)

Provide a number

Number

29. Number of creches/childcare services operated/supported by city administration

Not Applicable

Provide a number

Number

30. Number of incubation centres and skill development centres operated/supported by city administration

(Benchmark as per UOF: 1 per lakh population)

Provide a number

Number

31. Number of primary healthcare institutions operated/supported by city administration

(Benchmark as per UOF: 1 per lakh population)

Yes or No
If Yes, please provide details

Yes or No

UOF: Urban Outcomes Framework

Pillar 5
Response to Gender-Based Violence

Calculation & Benchmark

Response Type

Unit of Measurement

32. Number of 'One Stop Centres' for women

Not Applicable

Provide a number (district wise)

Number

33. Number of protection officers

Not Applicable

Provide a number (district wise)

Number

34. Number of shelter homes for women survivors of violence operated/supported by city administration

(Benchmark as per DAY-NULM: 1 per lakh population)

Provide a number

Number

35. Number of shelter homes for homeless women operated/supported by city administration

Not Applicable

Provide a number

Number

36. List the different helpline numbers available for women

Not Applicable

Provide details

Number

37. Are there ICCV enabled services to address crime or misconduct?

Not Applicable

Yes or No
If Yes, please provide details

Yes or No

DAY-NULM: Deendayal Antyodaya Yojana-National Urban Livelihoods Mission

Annexure II

(A consolidated table on framework indicators and corresponding SDG goals)

SDG Goals

She RISES Framework Indicators



3.1 Reduce maternal mortality
3.7 Universal access to sexual and reproductive health-care services

Services and Amenities

31: Number of primary healthcare institutions operated/supported by city administration



5.1 End all forms of discrimination against all women and girls everywhere

Gender Responsive Policy Initiatives

2: Are there provisions for inputs from gender experts on programmes and initiatives?

5.2 Eliminate all forms of violence against all women and girls in public and private spheres, including trafficking and sexual and other types of exploitation

Public Spaces and Infrastructure

8: Percentage of streets with streetlights
10: Percentage of streets with a shopfront

Response to Gender-Based Violence

36: List the different helpline numbers available for women

37: Are there ICCV enabled services to address crime or misconduct?

5.4 Recognize and value unpaid care and domestic work through the provision of public services, etc.

Public Spaces and Infrastructure

11: Percentage of public toilets with women's section
12: Are there provision of lactation booths and diaper changing stations in public spaces?

Services and Amenities

29: Number of creches/childcare services operated/supported by city administration

5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life

Gender Responsive Policy Initiatives

6: Are there provisions for women to participate in ward level consultations?

SDG Goals

She RISES Framework Indicators

5.6 Ensure universal access to sexual and reproductive health and reproductive rights

Services and Amenities

31: Number of primary healthcare institutions operated/supported by city administration

5.a Undertake reforms to give women equal rights to economic resources, including property

Public Spaces and Infrastructure

13: Are there special provisions for women street vendors?

Services and Amenities

27: Are there schemes for housing with specific provisions for women?

5.c Adopt and strengthen sound policies and enforceable legislation for the promotion of gender equality and the empowerment of all women and girls at all levels

Gender Responsive Policy Initiatives

1: Are there special initiatives for women in government policies and programmes?

Mobility and Public Transport

23: Percentage of women drivers and conductors in buses



6.1 Universal and equitable access to safe and affordable drinking water for all

Services and Amenities

25: Percentage of households in notified slums with piped water supply

6.2 Achieve access to adequate and equitable sanitation and hygiene for all and end open defecation, paying special attention to the needs of women and girls

Services and Amenities

26: Percentage of households in notified slums with an attached toilet

6.b Support and strengthen the participation of local communities in improving water and sanitation management

Gender Responsive Policy Initiatives

6: Are there provisions for women to participate in ward level consultations?

7: Are there provisions for public to provide feedback on city infrastructure and services?

SDG Goals



8.8 Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants

She RISES Framework Indicators

Public Spaces and Infrastructure

13: Are there special provisions for women street vendors?

Services and Amenities

28: Number of women's hostels operated/supported by city administration

30: Number of incubation centres and skill development centres operated/supported by city administration



11.1 Ensure access for all to adequate, safe and affordable housing and basic services and upgrade slums

Services and Amenities

25: Percentage of households in notified slums with piped water supply

26: Percentage of households in notified slums with an attached toilet

27: Are there schemes for housing with specific provisions for women?

11.2 Provide access to safe, affordable, accessible and sustainable transport systems for all, including women

Mobility and Public Transport

15: Are there any special provisions for women in public transport?

16: Percentage of the city covered by buses

17: Are there provisions for addressing last mile connectivity

19: Percentage of buses that display helpline numbers

20: Percentage of bus stops that display helpline numbers

21: Percentage of buses with panic buttons

22: Is 'Request a Stop' facility available for women in buses after dark?

SDG Goals

11.7 Provide universal access to safe, inclusive and accessible, green and public spaces, in particular for women and children

She RISES Framework Indicators

Public Spaces and Infrastructure

8: Percentage of streets with streetlights

9: Percentage of streets with footpath

10: Percentage of streets with a shopfront

11: Percentage of public toilets with women's section



13.2 Integrate climate change measures into national policies, strategies and planning

Gender Responsive Policy Initiatives

4: Are there provisions to address the impact of climate change on women?

References

- Abraham, Korah. (2019). *Kochi Metro introduces e-autos for last mile connectivity*. The News Minute.
- Action India, Jagori and Nazariya. (2019). *Beyond the Roof: Rights, Justice and Dignity*. Jagori.
- Aijaz, Rumi. (2021). *India's Smart Cities Mission, 2015-2021: A Stocktaking*. Observer Research Foundation.
- ARUP, University of Liverpool and UNDP. (2022). *Cities Alive: Designing cities that work for women*.
- Azad Foundation. (2022). *Claiming Spaces for Women in Public Transport: Advocacy Brief*.
- Ban, Hyun Hee, Bandyopadhyay, Veena and Barrantes, Alexandra. (2023). *Care Economy and Gender Transformative Social Protection in India and the G20 Countries*. T20 Policy Brief. Retrieved February 5, 2024, from <https://t20ind.org/research/care-economy-and-gender-transformative-social-protection-in-india/>
- Cities Alliance. (2022). *Women Friendly Urban Planning: A Toolkit from Cities of Global South*.
- CRUT. (2023). *Spandana: The Heartbeat of Public Transport in Odisha*.
- CRUT. (n.d.). *Bus Queue Shelters*. Retrieved February 5, 2024, from Capital Region Urban Transport (CRUT): <https://www.capitalregiontransport.in/project-details/35>
- CRUT. (n.d.). *Functions, Operations And Maintenance*. Retrieved February 5, 2024, from Capital Region Urban Transport (CRUT): <https://www.capitalregiontransport.in/functions-operations-and-maintenance>
- CRUT. (n.d.). *Training and Capacity Building*. Retrieved February 5, 2024, from Capital Region Urban Transport (CRUT): <https://www.capitalregiontransport.in/project-details/38>
- Development Asia. (2020). *Keeping Women Safe through Access to Water, Sanitation*. Retrieved February 5, 2024, from Development Asia: <https://development.asia/case-study/keeping-women-safe-through-access-water-sanitation>
- Forbes India. (2022). *Government initiatives for women's safety: best practices*. Retrieved February 5, 2024, from Forbes India: <https://www.forbesindia.com/article/brand-connect/government-initiatives-for-womens-safety-best-practices/79383/1>
- Franco, Diana Rodriguez. (2022). *The Bogotá CARE System: How a city is reorganizing itself for women. City Playbook for Advancing the SDGs*.
- GIZ. (n.d.). *Gender Sensitive Reforms in Public Transport: A Case of Kerala*.
- Government of Telangana. (2021). *The Telangana State Heat Wave Action Plan 2021*.
- HLRN. (n.d.). *Shelters for Homeless Women: a working paper with a focus on Delhi*. Retrieved February 5, 2024, from Housing and Land Rights Network, India (HLRN): https://www.hlrn.org.in/documents/Shelters_Homeless_Women.pdf
- ILO. (2018). *Care Work and Care Jobs: For the Future of Decent Work*. Geneva: International Labour Organization (ILO).
- India CSR. (2021). *Pink Toilets, sanitation and multi-utility spaces for women and children in Delhi*. Retrieved February 5, 2024, from India CSR: <https://indiacsr.in/pink-toilets-sanitation-and-multi-utility-spaces-for-women-and-children-in-delhi/>
- India Employer Forum. (2023). *India Must Create an Action Plan for Care Economy*. Retrieved February 5, 2024, from indiaemployerforum.org: <https://indiaemployerforum.org/2023/04/03/india-must-create-an-action-plan-for-care-economy/>
- ITDP India. (2024). *Transforming Lives with Healthy Streets*.
- Jagori and WICI. (2011). *Gender and Essential Services in Low-income Urban Neighbourhoods*.
- Kern, Leslie. (2020). *Feminist City: Claiming Space in a Man-Made World*. Verso Books
- Khosla, Prabha. (2023). *Bogota: Centering Women's Care Work as a Core Municipal Function*. Retrieved February 5, 2024, from <https://www.urbanet.info/centering-womens-care-work-bogota/>
- Mumbai Police. (n.d.). Retrieved February 5, 2024, from Mumbai Police: <https://twitter.com/MumbaiPolice>
- MoHFW, Govt. of India. (2014). *Guidelines and Protocols: Medico-legal care for survivors/victims of Sexual Violence*.
- MoHUA, Govt. of India. (n.d.). *City Profile - Kohima*. Retrieved February 5, 2024, from Service Level Benchmark: Urban Transport: <http://utbenchmark.in/UsersidePages/CityProfile.aspx?City=4>
- Moser, Caroline O.N. 2017. *Gender Transformation in a New Global Urban Agenda: Challenges for Habitat III and Beyond*. Environment and Urbanization 29, no. 1: 221-236.
- MoSPI, Govt. of India. (2023). *Periodic Labour Force Survey: Annual Report (July 2021 - June 2022)*. (n.d.). Retrieved February 5, 2024, from Smart Cities Mission: <https://smartcities.gov.in/>
- Ng, Wei-Shiuen and Acker, Ashley. (2020). *The Gender Dimension of the Transport Workforce*. International Transport Forum.
- Nikore, Mitali. (2022). *Building India's Economy on the Backs of Women's Unpaid Work: A Gendered Analysis of Time-Use Data*. ORF.

NIUA. (n.d.). *Jabalpur*. Retrieved February 5, 2024, from Nurturing Neighbourhoods Challenge: <https://smartnet.niua.org/nurturing-neighbourhoods-challenge/web/jabalpur>

NIUA. (n.d.). *Kakinada*. Retrieved February 5, 2024, from Nurturing Neighbourhoods Challenge: <https://smartnet.niua.org/nurturing-neighbourhoods-challenge/web/kakinada>

NIUA. (n.d.). *Kohima*. Retrieved February 5, 2024, from Nurturing Neighbourhoods Challenge: <https://smartnet.niua.org/nurturing-neighbourhoods-challenge/web/kohima>

OECD. (2020). *Bogota Care Blocks*. Retrieved February 5, 2024, from OECD Observatory of Public Sector Innovation : <https://oecd-opsi.org/innovations/bogota-care-blocks/>

Oxfam. 2020. *Time to Care: Unpaid and underpaid care work and the global inequality crisis*.

Phadke, Shilpa, Khan, Sameera and Ranade, Shilpa. (2011). *Why Loiter?: Women and Risk on Mumbai Streets*. Penguin.

PIB Delhi. (2022, Decemeber 22). *AMRUT Scheme*. Retrieved February 5, 2024, from Press India Bureau: <https://pib.gov.in/PressReleasePage.aspx?PRID=1885837>

PIB Delhi. (2022). *MoHUA announces winners of Streets for People and Nurturing Neighbourhoods Challenge*. Retrieved February 5, 2024, from Press India Bureau: <https://pib.gov.in/PressReleaselframePage.aspx?PRID=1790637>

Plan India. (n.d.). *Pink Toilets*. Retrieved February 5, 2024, from Plan India: <https://www.planindia.org/our-project/pink-toilets/>

Ratho, Aditi and Jain, Shruti. (2021). *Women on the Move: The Impact of Safety Concerns on Women's Mobility*. Observer Research Foundation.

Reddy, P Laxma. (2020). *Warangal: Transgenders get a chance to live with dignity*. Telangana Today.

Relief Web. (2023). *Kochi, India Adopts Nature-based Solutions for Climate Resilience*. Retrieved February 5, 2024, from Relief Web: <https://reliefweb.int/report/india/kochi-india-adopts-nature-based-solutions-climate-resilience>

Safetipin. (2019). *Women and Mobility: A Case Study of Bhopal, Gwalior, and Jodhpur*.

Safetipin and FIA Foundation. (2020). *Expanding Access to Opportuntiiies for Girls and Women*.

Safetipin (2022). *She RISES: A Framework for Caring Cities*.

Singh, Sunil. (2022). *“Be Fearless, Be Nirbhaya”*: Mumbai Police Video As Special Squad Launched. Retrieved February 5, 2024, from NDTV: <https://www.ndtv.com/india-news/be-fearless-be-nirbhaya-mumbai-police-video-as-special-nirbhaya-squad-launched-2730829>

Sridharan, Bhanu. (2023). *Pourakarmikas find BBMP's suvidha cabins inconvenient*. Retrieved February 5, 2024, from Citizen Matters: <https://bengaluru.citizenmatters.in/bbmps-promised-suvidha-cabins-for-pourakarmikas-106225>

The Economic Times. (2023). *Women spend 7.2 hours on unpaid domestic work compared to 2.8 hours spent by men: IIMA prof's research*. Retrieved February 5, 2024, from The Economic Times: <https://economictimes.indiatimes.com/news/india/women-spend-7-2-hours-on-unpaid-domestic-work-compared-to-2-8-hours-spent-by-men-iima-profs-research/articleshow/97837422.cms>

The Morung Express. (2023). *tEA distributes zero interest loan for women street vendors in Kohima*.

The World Bank. *Gender Data Portal: India*. Retrieved February 5, 2024, from Gender Data Portal: <https://genderdata.worldbank.org/countries/india/>

The World Bank. (2022). *Streamlining Grievance Redressal Mechanisms: Detering sexual harassment on public transport and urban spaces*.

Transport in Kochi. (n.d.). Retrieved February 5, 2024, from kochionline.in: <https://www.kochionline.in/city-guide/transport-in-kochi>

TUMI GIZ and Despacio. (2020). *Sustainable Urban Mobility in Latin America: assessment and recommendations for mobility policies*.

United Nations. (n.d.). *Take urgent action to combat climate change and its impacts*. Retrieved February 5, 2024, from Department of Economic and Social Affairs, Sustainable Development: <https://sdgs.un.org/goals/goal13>

Vathanan, G Mathi, Sarangi, Sandipan and Patnaik, Elisa. (2022). *Transgender led operation and management of septage treatment plant (SeTP) in Cuttack Municipal Corporation, Odisha, India*. The International Water Association.

Venkatesan, V. (2021). *Karnataka Becomes the First State to Reserve Jobs for Transgender Persons*. The Wire.

Viswanath, Kalpana and Mehrotra, Surabhi (2007). *‘Shall We Go Out?’ Women’s Safety in Public Spaces in Delhi*. Economic and Political Weekly, p. Volume 42.

Viswanath, Kalpana. (2008). *Planning cities as if women matter*. Seminar.

Walter, Dagmar. (2022). *Getting serious about supporting the care economy*. Retrieved February 5, 2024, from International Labour Organization: https://www.ilo.org/newdelhi/info/public/fs/WCMS_843937/lang--en/index.htm#:~:text=India%20spends%20less%20than%201,workers%20and%20the%20overall%20economy

Women in Cities International. (2012). *Tackling Gender Exclusion: Experiences from the Gender Inclusive Cities Programme*.



Ministry of Housing and Urban Affairs
Government of India

