

GENDER EQUALITY AND SOCIAL INCLUSION ACTION PLAN

Activity	Indicators and Targets	Type	Responsibility	Timeline (Year)
OUTPUT 1: NEW METRO LINES COMPLETED				
1.1 18 metro stations with EWCDT-responsive and climate change features constructed	1. A study conducted on the feasibility of fare concessions for resource poor women, students, elderly, transgender, and differently abled	SaA	CMRL GFP, GESI expert, Accessibility expert	1–2
	2. At least one step-free, universally accessible route and emergency route at each station for a person in a wheelchair: from the road and parking to the station entrance, concourse, platform, and train established	IaV		1–8
	3. (i) One coach in each train is reserved for women; (ii) at least 4 seats for women, 4 seats for the elderly and differently abled, and 4 priority seats for caregivers are reserved in remaining coaches; and (iii) space reserved for a person on a wheelchair in the first and last coach established	IaV		
	4. Dedicated waiting area for women on the platform adjacent to the reserved coach, with reserved seating, female security personnel, intercom, emergency telephone established	IaV		
	5. 18 metro stations have (i) free, clean, separate public toilets for men and women, and universally accessible unisex toilets; (ii) a nursing room; (iii) free drinking water, accessible by a step-free route with tactile pavers; and (iv) separate security check area for the differently abled and transgender	IaV		
	6. 18 metro stations, coaches, pick-up and drop-off areas, and parking spaces are well-lit, and monitored with CCTV cameras and security personnel	IaV		
	7. 18 metro stations have 4 kiosks or shops, of which at least 50% (or 2, whichever is higher) are run by women's self-help groups (Baseline 2020: 0)	IaV		
	8. The CMRL provides a dial-a-ride service for the differently abled to access and egress from the metro stations. Website is established to inform efficient route in accessing the metro (Baseline 2020: 0)	IaV		1–2
	9. Manual on gender-sensitive and differently abled-friendly signage and communication system is developed and implemented by the CMRL	IaC		1
	10. EWCDT-sensitive bilingual messages ^a —visual, print and multimedia—that spread awareness on public health and safety and prevention of communicable diseases, including those relevant to COVID-19, zero-tolerance approach to sexual harassment, and helpline numbers are disseminated in coaches, 18 metro stations, and bus stops	IaC		1–8
1.2 Functioning of the CMRL is made gender and socially inclusive	11. Senior staff in the CMRL nominated as the GFP to head the GESI committee, and supported with a full-time GESI expert (1) and accessibility expert (1); GESI committee is created to advise on the implementation of the GESI action plan, with quarterly meetings ^b	EaP	Managing Director, CMRL	1
	12. 18 metro stations have at least one accessibility manager and two accessibility officers each	EaP	CMRL GFP, GESI Expert	1–8
	13. At least 40% of workers for the 18 new metro stations are women (skilled and non-skilled) (Baseline 2020: 0)	EaP		
	14. At least 4% of new personnel are differently abled (as per the RPWD Act 2016) (Baseline 2020: 0)	EaP		
	15. (i) Guidelines on EWCDT-sensitive behavior, CMRL complaints redressal system, and standard operating processes on how to recognize, prevent, and address sexual harassment are developed by	IaC		

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	the CMRL; (ii) 100% of frontline and security personnel, and drivers (and conductors) of feeder services operated or contracted by the CMRL, are sensitized during induction and bi-annually thereafter			
OUTPUT 2: MULTIMODAL AND LAND USE INTEGRATION IMPROVED				
2.1 Multimodal integration of the Chennai metro is made inclusive	16. At least 18 bus stops constructed and integrated with the nearby 18 metro stations with EWCDT-responsive features ^c	laV	CMRL GFP, GESI expert, Accessibility expert	1–8
	17. Well-lit and universally accessible footpaths are constructed and integrated with 18 metro stations as per IRC:103-2012 and within 800 meters of 18 metro stations	laV		
2.2 GESI measures are incorporated in the institutional capacity development of the CMA in urban transport development, planning, and resilience	18. One demonstration project for station area regeneration (placemaking) and first- and last-mile connectivity improvement at an existing metro station	SaA	CMRL through TA	
	19. At least one action plan with EWCDT-friendly recommendations for TOD and urban planning initiatives adopted by the CMRL	SaA	CMRL through TA	
OUTPUT 3: NON-FAREBOX REVENUE MECHANISM STRENGTHENED				
3.1 GESI measures are incorporated in the institutional capacity development of the CMA in non-farebox revenue generation	20. At least 60% government staff, of which at least 30% are women, reported increased knowledge in non-farebox revenue generation, including LVC, urban resilience, and TOD (Baseline 2020: 0)	laC	CMRL through TA	1–8
	21. At least one non-farebox revenue business plan with EWCDT considerations completed and adopted by the CMRL	laC		

CCTV = closed-circuit television, CMA = Chennai Metropolitan Area, CMRL = Chennai Metro Rail Limited, COVID-19 = coronavirus disease, EaP = employment and personnel, EWCDT = elderly, women, children, differently abled, and transgender, GESI = gender equality and social inclusion, GFP = gender focal point, laC = information and communication, laV = infrastructure and vehicles, IRC = Indian Road Congress, LVC = land value capture, RPWD = Rights of Persons with Disabilities, SaA = studies and action plans, TA = technical assistance, TOD = transit-oriented development.

Note: The project executing agency is the Department of Planning, Development and Special Initiatives, the Government of Tamil Nadu, acting through the Chennai Metro Rail Limited referred in the GESI Action Plan as the Chennai Metro Rail Limited (CMRL).

^a In Tamil and English languages.

^b The GESI Committee will consist of senior officials from the CMRL, Metropolitan Transport Corporation, police, and civil society organizations working with women, differently abled, and transgender.

^c Design features include (i) universally accessible route and emergency route for a person in a wheelchair, (ii) tactile paving, (iii) well-lit and monitoring with CCTV camera, and (iv) other features that are mandatory under existing laws and regulations.

Source: Asian Development Bank.