

GENDER EQUALITY AND SOCIAL INCLUSION ACTION PLAN

Activity	Indicator and/or Targets	Responsibility	Timeline (Year)
OUTPUT 1: DELHI-MEERUT RRTS CORRIDOR COMMISSIONED			
1.1 Incorporate international standards, EWCD-friendly, and gender-specific safety and public health features in the design of the RRTS corridor.	1. Survey conducted with at least 45% women respondents, and at least four consultations held (two with women's groups, one with young adults, and one with the elderly and differently abled) in each of the urban areas of East Delhi, Ghaziabad, Meerut, and South Delhi districts	NCRTC GFP and GESI expert	1-2
	2. Guidelines on EWCD-responsive planning, design, operations, maintenance and checklist for stations, multimodal integration, and last-mile connectivity developed by the NCRTC ^a		1-2
	3. Manual on EWCD-responsive emergency, complaints reporting system, and standard operating procedures developed by the NCRTC, in consultation with the Delhi and Uttar Pradesh police ^b		1-2
	4. Dedicated coach and four seats in each coach reserved for women, with additional seats reserved for pregnant women, caregivers, elderly, differently abled, and indicated with signage ^c		1-7
	5. Stations, pick-up and drop-off areas are lit, and with tactile paving ^d		
	6. CCTV cameras installed to monitor coaches and public areas of all stations, pick-up and drop-off areas		
	7. Information on helpline numbers, emergency button, intercom in each coach, and gender-specific audio, video, and/or visual bilingual messages disseminated in all coaches and stations		
	8. At least one access route and one emergency route step-free for a person on a wheelchair to travel from the road to each station, concourse, platform, and train		
	9. Separate toilets for men, women, and differently abled in all stations and one nursing room in three multimodal stations constructed		
	10. 48 security personnel patrol the concourse, platform, pick-up and drop-off areas of all operational stations under the NCRTC's jurisdiction		
	11. All NCRTC-operated feeder buses have reserved seats for women, elderly, and differently abled; EWCD-responsive service standards; emergency and complaints reporting; and standard operating procedures developed in consultation with the Delhi and Uttar Pradesh Police ^e		
	12. Feasibility study conducted on opportunities for women to operate stalls at RRTS stations as concessionaires ^f		
OUTPUT 2: INSTITUTIONAL CAPACITY OF THE NCRTC IMPROVED			
2.1 Develop the NCRTC as a gender- and socially inclusive agency.	13. Senior advisor or staff nominated as the GFP, with one full-time GESI expert in the NCRTC ^g	Director, NCRTC PIU	1-2
	14. Terms of reference for the GESI Committee created and GESI Committee established ^h	NCRTC GFP, GESI expert	1-2
	15. Gender-friendly workplace policy developed and approved by the NCRTC Board		1-2

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	16. At least 4% of NCRTC and operations and maintenance personnel in the RRTS are differently abled, as per Rights of Persons with Disabilities Act, 2016 (sex-disaggregated data collected and reported)		1–7
2.2 Develop and implement GESI training modules. ¹	17. Annual gender sensitization trainings (seven) conducted for at least 50% of NCRTC staff ^l (sex-disaggregated data collected and reported)		1–7
	18. Annual training conducted (Year 3 onward) for frontline personnel of the RRTS on EWCD sensitization, complaints redressal system, standard operating processes ^k (sex-disaggregated data collected and reported. Target: 75% eligible frontline personnel, including 80% of eligible women staff)		3–7
	19. Technical capacity development trainings conducted (Year 1 onward) for technical personnel in the NCRTC and consultants on EWCD mainstreaming in planning, operations and maintenance of the RRTS, multimodal integration, and last-mile connectivity ^l (sex-disaggregated data collected and reported. Target: 75% eligible technical personnel and consultants)	NCRTC GFP, GESI expert and consultant	1–3
OUTPUT 3: MOBILITY AND ECONOMIC OPPORTUNITIES OF WOMEN AND DIFFERENTLY ABLED IMPROVED^m			
3.1 Pilot-test gender- and socially inclusive elements in the project area.	20. 1,400 women receive training for employability and/or entrepreneurship opportunities	NCRTC GFP GESI expert and national organization	1–5
	21. 1,000 differently abled persons receive hearing, visual, and physical mobility assistive aids		
	22. Gender- and socially inclusive public toilet blocks constructed around at least five major RRTS stations		

CCTV = closed-circuit television, EWCD = elderly, women, children, and differently abled, GESI = gender equality and social inclusion, GFP = gender focal point, NCRTC = National Capital Region Transport Corporation, PIU = project implementation unit, RRTS = regional rapid transit system.

Note: Sex-disaggregated data will be collected for all human related parameters, including trainings, and capacity building activities.

- ^a The goal of creating these guidelines is to ensure that infrastructure and services considered important for women, children, elderly, and persons with disabilities (differently abled) are reflected in the design, operations, and maintenance of the RRTS system. This will be used as a technical capacity development (Indicator 19) and monitoring tool.
- ^b The manual will provide guidance on recording, analyzing, and addressing complaints specific to elderly, women, children, and persons with disabilities. This will include but not be limited to sexual harassment, violence, and microaggressions. It will be used to build capacity among the staff at the stations.
- ^c Excluding the business class coach and the reserved coach for ladies.
- ^d EWCD-friendly stations include but are not limited to the following facilities: (i) one-step free, universally accessible route from the exit of the station to the platform; (ii) universally accessible male, female, and gender-neutral public toilets; (iii) publicly accessible areas of the stations are well-lit, without blind spots, and monitored by CCTV cameras (except toilets and nursing spaces); (iv) at least one nursing space and one waiting room for male and female staff; and (v) adequate seating on the concourse and platform, with an intercom near the ladies coach.
- ^e The service standards will include the design and maintenance of the buses and behavior of the bus drivers and conductors. The bus design shall consider (i) reserved seats for EWCD and pregnant women; (ii) sufficient aisle widths for at least one person to stand and others to pass by; (iii) low-floor buses (where feasible) with access ramps or lifts; (iv) handles catering to women's height; (v) functioning lights in the buses; and (vi) route information and helpline numbers are clearly displayed along with tactile, audiovisual information for persons with disabilities. The behavior of bus drivers and conductors will include assisting and addressing complaints by elderly, women, children, and persons with disabilities, ensuring enforcement of reserved seats.
- ^f The number of stalls will be based on an assessment of women entrepreneurs and self-help groups in the districts of East Delhi, Ghaziabad, Meerut, and South Delhi.
- ^g Strategies may be initiated to explore the transition of the unit into a social development and gender cell within the NCRTC.

- ^h The GESI Committee will oversee the implementation of the GESI Action Plan. The GESI Committee will include representatives from the NCRTC, GESI experts, women's groups, academic institutes, and organizations for the differently abled. It is recommended that the GESI Committee meets at least biannually.
 - ⁱ To be decided in consultation with the GESI expert.
 - ^j As part of the annual training plan.
 - ^k The EWCD-responsive emergency, complaints reporting system serves to assist EWCD in overcoming any problems during their commute. For example, women commuters can inform the RRTS 24/7 helpline number in case of any misbehavior or unauthorized entry into ladies coaches by male passengers.
 - ^l EWCD mainstreaming in planning, operations, and maintenance of the RRTS means that all designs and operations of the RRTS will take into account the needs and requirements of the EWCD. A series of design features have been planned and included to facilitate the travel of EWCD and these will be mainstreamed into the operations by sensitizing and training all operational staff.
 - ^m This output is financed through a grant by the Japan Fund for Poverty Reduction and implemented over a period of 4.5 years.
- Source: Asian Development Bank.